



HOW TO ACCESS TMHP APPLICATIONS USING IAMONLINE



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

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Overview

The Texas Medicaid & Healthcare Partnership (TMHP) is transitioning from the current My Account sign-in process to TMHP IAMOnline, a secure login and account-management platform, as the new entry point for accessing applications on tmhp.com. It handles user authentication, account security, and application authorization, allowing users to access multiple TMHP applications with a single sign-on (SSO).

Important: TMHP IAMOnline will work in tandem with My Account to provide a secure user experience for all providers. TMHP IAMOnline will act as the gateway to My Account, which is where administrative users will continue to manage permissions for users linked to a specific provider identifier. It's highly recommended that providers refer to the [Account Management](#) web page on tmhp.com for more information on My Account and TMHP account management.

This guide is intended to:

- Help providers manage their account security.
- Provide instructions for providers enrolled in Texas Health and Human Services Commission (HHSC) Medicaid and non-Medicaid programs on how to access applications on tmhp.com.
- Explain the phased releases in which applications will be integrated into TMHP IAMOnline.

Supported Browsers

For the best experience, we recommend using the latest version of Google Chrome or Microsoft Edge. Keep in mind that Internet Explorer 11 is no longer supported by Microsoft. To upgrade to the latest version, click on your browser:

- [Microsoft Edge](#)
- [Google Chrome](#).

Phased Releases

Once you activate your TMHP IAMOnline account, you will use your new TMHP IAMOnline credentials to sign in.

These credentials will work for:

- Applications that are available in My Account and have been integrated with TMHP IAMOnline.
- Applications that are available in My Account and have not yet been integrated into TMHP IAMOnline.

For applications that have not been integrated into TMHP IAMOnline, the login process will remain the same. Providers should continue using their My Account username, but must enter the new password they created during TMHP IAMOnline account activation.

In some cases, multiple “My Account” links will be merged into a single application within TMHP IAMOnline.

Note: There will be a period of time between June 12th and August 22nd when providers may experience a double sign-on experience. To learn more about it, go to the [My Account & IAMOnline Double Sign-on](#) section.

June 12 | Release 1

Effective June 12th, 2026, the following online portal applications will be transitioned to TMHP IAMOnline:

- View Paid Claims Detail Report (Also known as Medlog Reports)
- Provider Enrollment and Management System
- Manage IMD Clients
- Enroll to receive Electronic Remittance Advice (ERA)
- Prior Authorization (PA on the Portal)

July 10 | Release 2

Effective July 10th, 2026, the following online portal applications will be transitioned to TMHP IAMOnline:

- View Payment Amounts
- Fee Schedule
- TexMedConnect
- View R&S/COF Reports

August 1 | Release 3

Effective August 1st, 2026, the following online portal applications will be transitioned to TMHP IAMOnline:

- View PPE Provider Reports
- View MET Provider Reports
- View ACA PCP Supplemental Payment Reports
- View CIPR for Providers
- Submit Administrative Appeal
- Submit OIG Utilization Review
- Submit DSNP Admission Notification File
- Message Dashboard
- My Account
- Medicaid Client Portal for Providers

August 22 | Release 4

Effective August 22nd, 2026, the following online portal applications will be transitioned to TMHP IAMOnline:

- Submit Form (LTC Online Portal)
- Inquire about a form status (LTC Online Portal)
- EVV Search
- EVV Reports

Important: During this release, TMHP will begin enforcing a 90-day inactivity period for all TMHP accounts and their individual applications.

90 Day Inactivity

Effective August 22nd, TMHP IAMOnline will begin enforcing a new security and access-management policy for all users. To strengthen security and ensure that only active, authorized individuals retain access, the portal will automatically deactivate any user who has not logged into their account for 90 consecutive days. When a user is deactivated, their access to TMHP applications will be removed, preventing them from opening or using those applications. This will pause Medicaid provider workflows or approvals tied to their account and may require work reassignment or account reactivation. To regain access, providers must go through the standard access-request process. All users are also expected to maintain active access to each individual application for which they have assigned permissions.

- If a provider needs to regain access to their TMHP account, they will need to contact TMHP's EDI Help Desk at 888-863-3638 for account reactivation.
- If a provider needs to regain access to any of their TMHP applications, they will need to contact TMHP's EDI Help Desk at 888-863-3638 to restore individual application access.

Best Practices

- Build the habit of regularly logging in to any TMHP application at least once every month to maintain account level access and access to individual applications.
- To keep your access active for each individual TMHP application, you must sign in to each application at least once every 90 days. Access is based on an application-by-application basis, not a single sign in.
 - For example, you may use the Prior Authorization application every week, but only access the Medlog Reports application occasionally. Even though you sign in to TMHP IAMOnline regularly and use the Prior Authorization application, your access to the Medlog Reports application will be disabled if you do not access it within a 90 day period. If this occurs, you will need to contact the TMHP EDI Help Desk to restore access to the Medlog Reports application.
- Consider setting a calendar reminder.
- You must update your password every 90 days.

- You must sign in at least once every 90 days.
- If you know you'll be away for an extended period, notify your manager or system administrator.

Account Level Inactivity

If your account remains inactive for 80 days, you will begin receiving email reminders prompting you to sign in to avoid deactivation. TMHP IAMOnline will send inactivity reminder emails at 80, 85, and 89 days of inactivity to the user.

After 90 days, the account will be automatically deactivated, and users will receive an email notifying them of the account deactivation. The email will include information on how to regain access.

To restore access, providers need to contact TMHP's EDI Help Desk. The agent will verify user information and submit a request to restore access within five business days.

Application Level Inactivity

TMHP IAMOnline will send individual application inactivity reminder emails at 80, 85, and 89 days of inactivity to the user.

After 90 days, the application will be automatically deactivated, and users will receive an email notifying them of the specific application that they have lost access to. The email will include information on how to regain access.

When attempting to access an application:

- The application will not appear as an TMHP IAMOnline tile.
- In My Account, it will take you to a page where it states that the application access has been removed.
- If accessed through a direct link, it will say the user is not assigned to this application.

Account Activation Email

You will receive a registration email from noreply@okta.com or [Do Not Reply TMHP IAMOnline@tmhp.partner.hhs.texas.gov](mailto:Do_Not_Reply_TMHP_IAMOnline@tmhp.partner.hhs.texas.gov) that will inform you that your TMHP IAMOnline Account is active and ready for use. The email will identify your username, which should be the same as the one you use on My Account.

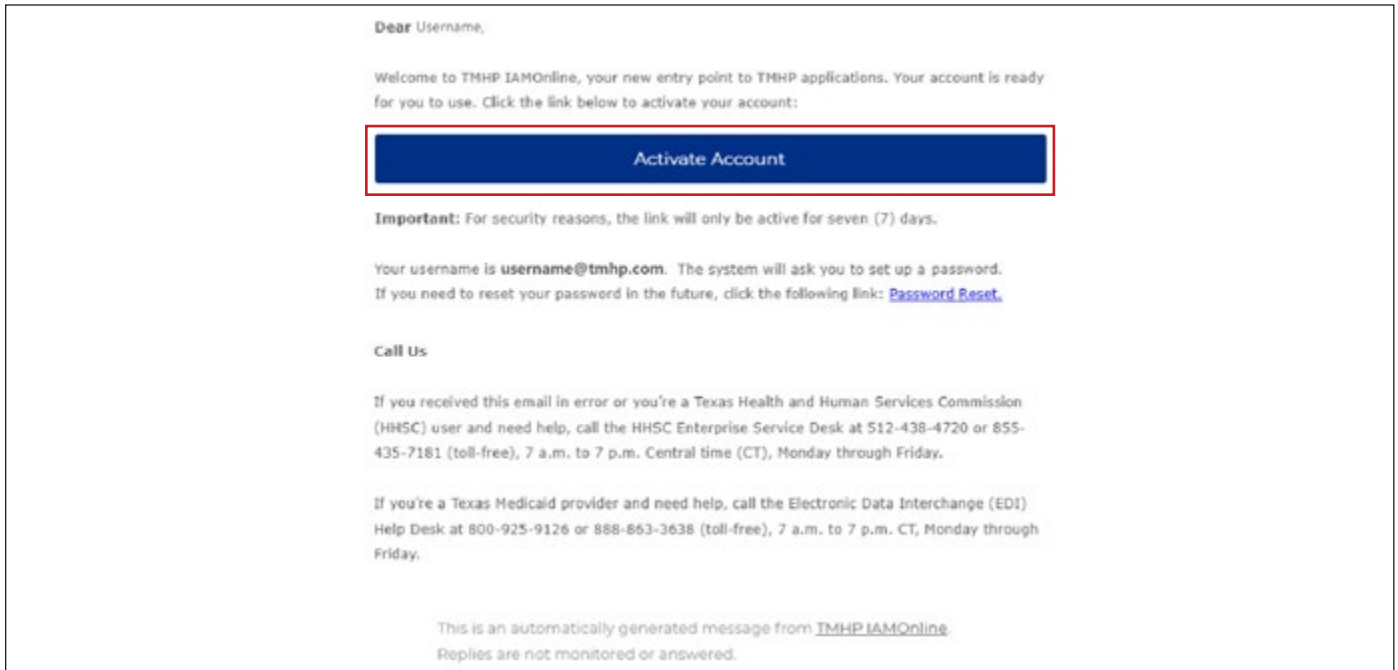
If you do not see the activation email, check your Spam/Junk folders and email filters for the TMHP IAMOnline account activation email, which may have mistakenly been caught by these filters.

Note: Your organization's email security setting may block the activation email domain. To resolve this issue, your organization's information technology (IT) security staff must immediately add noreply@okta.com and [Do Not Reply TMHP IAMOnline@tmhp.partner.hhs.texas.gov](mailto:Do_Not_Reply_TMHP_IAMOnline@tmhp.partner.hhs.texas.gov) to your organization's whitelist.

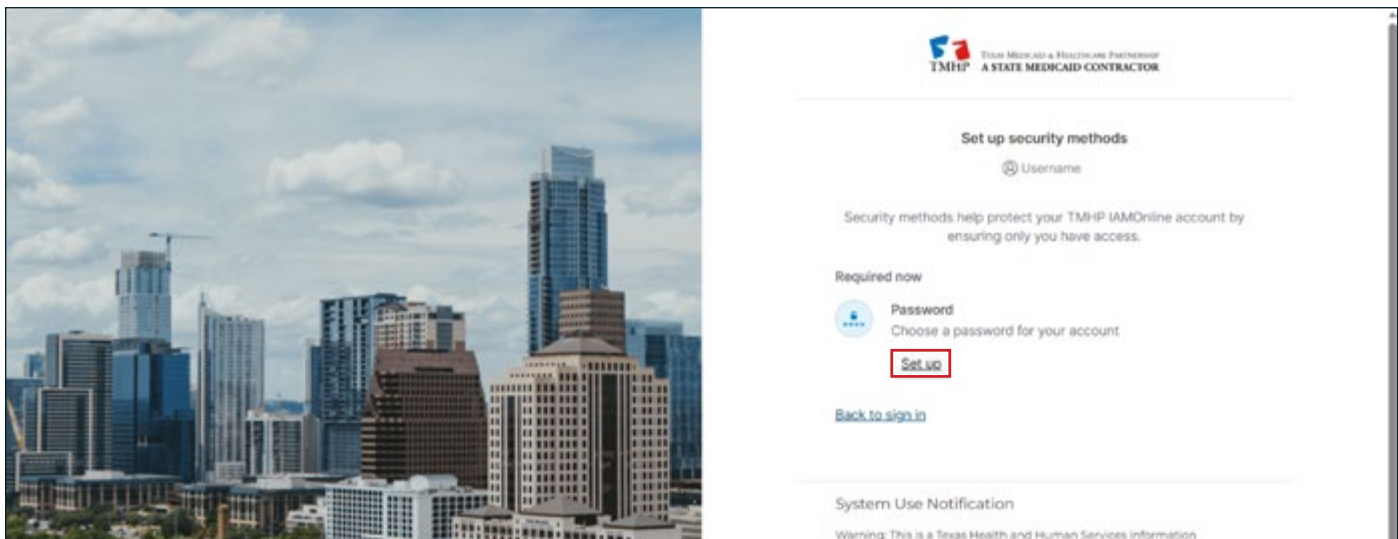
Note: The link will only be active for seven days for security reasons. After this time, it will expire. If the activation link is expired, you will be presented with instructions to request a new activation email or you can contact the TMHP EDI Help Desk at 888-863-3638.

To activate your TMHP IAMOnline account:

- 1) Locate your “Welcome to TMHP IAMOnline!” email, and click **Activate Account**. This will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation.



- 2) Click **Set up**.

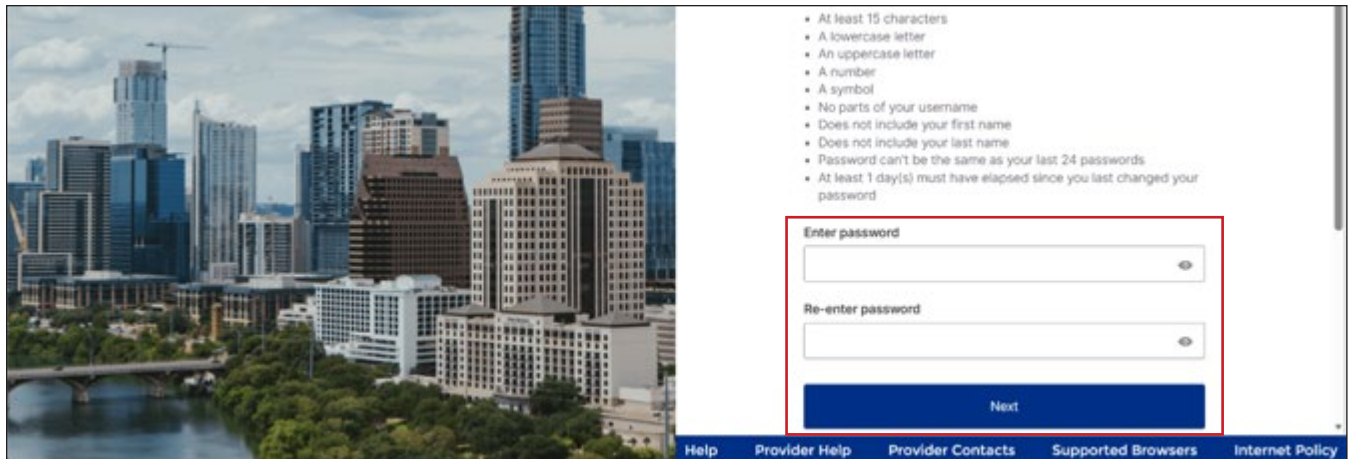


- 3) Enter and re-enter your new password, then click **Next**.

Note: The following requirements when creating a new password:

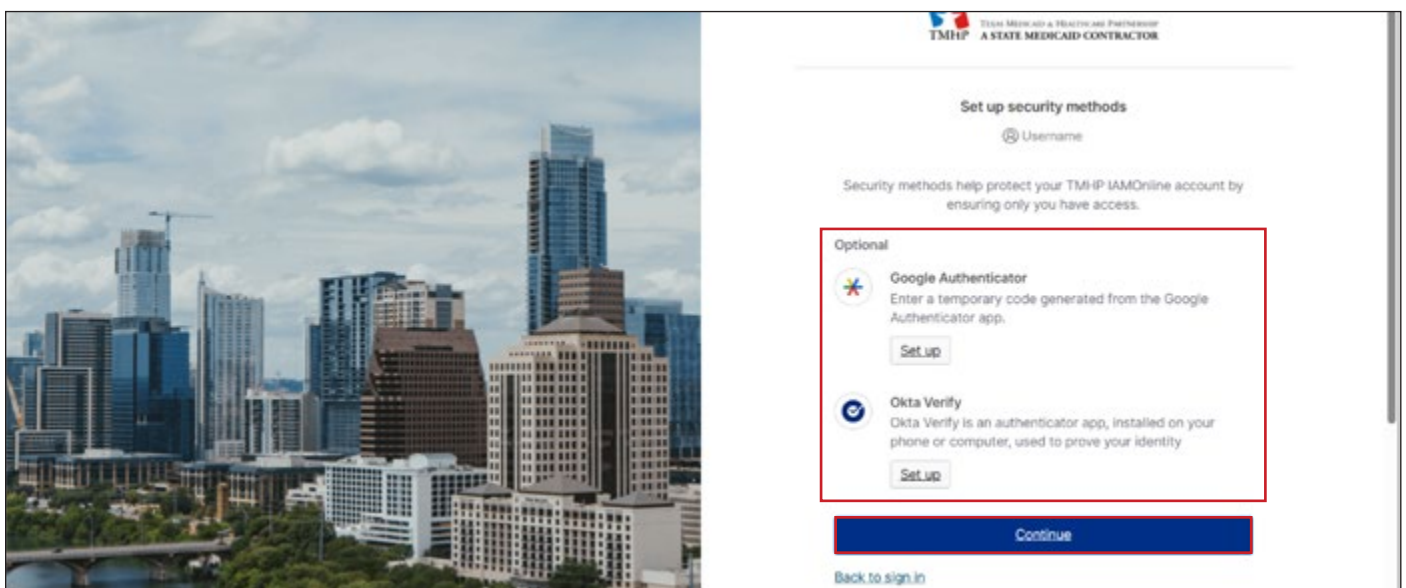
- At least 15 characters in length
- A lowercase letter
- An uppercase letter

- A number
- A symbol
- Does not include your first name
- Does not include your last name
- Can't be the same as your last 24 passwords
- Minimum one day since last password change



4) Choose the security method you'd like to complete, and click **Set up**. If you're setting up an Okta Verify security method, continue on to the next section. If you're setting up a Google Authenticator security method, skip the [Google Authenticator](#) section and continue reading.

Note: Email is the default security method for all users in TMHP IAMOnline. Click **Continue** to skip the optional setup for Google Authenticator and Okta Verify. If you would like to set up one of these security methods at a later time, refer to the [Managing Your Security Methods](#) section.



Okta Verify

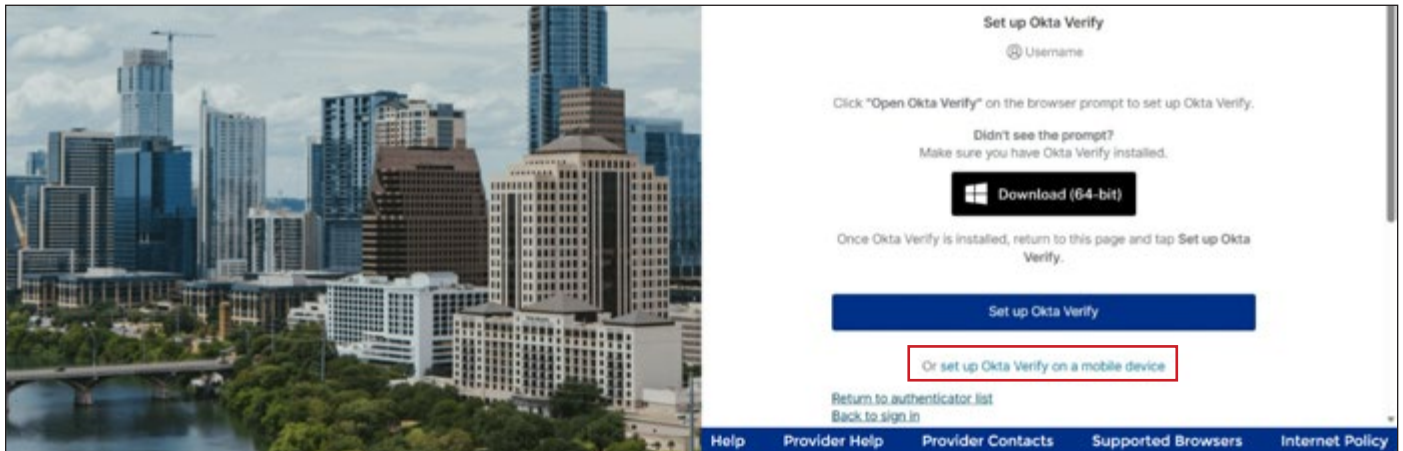
There are two ways you can set up Okta Verify:

Mobile Device: Download Okta Verify from the Apple App Store or Google Play onto your phone.

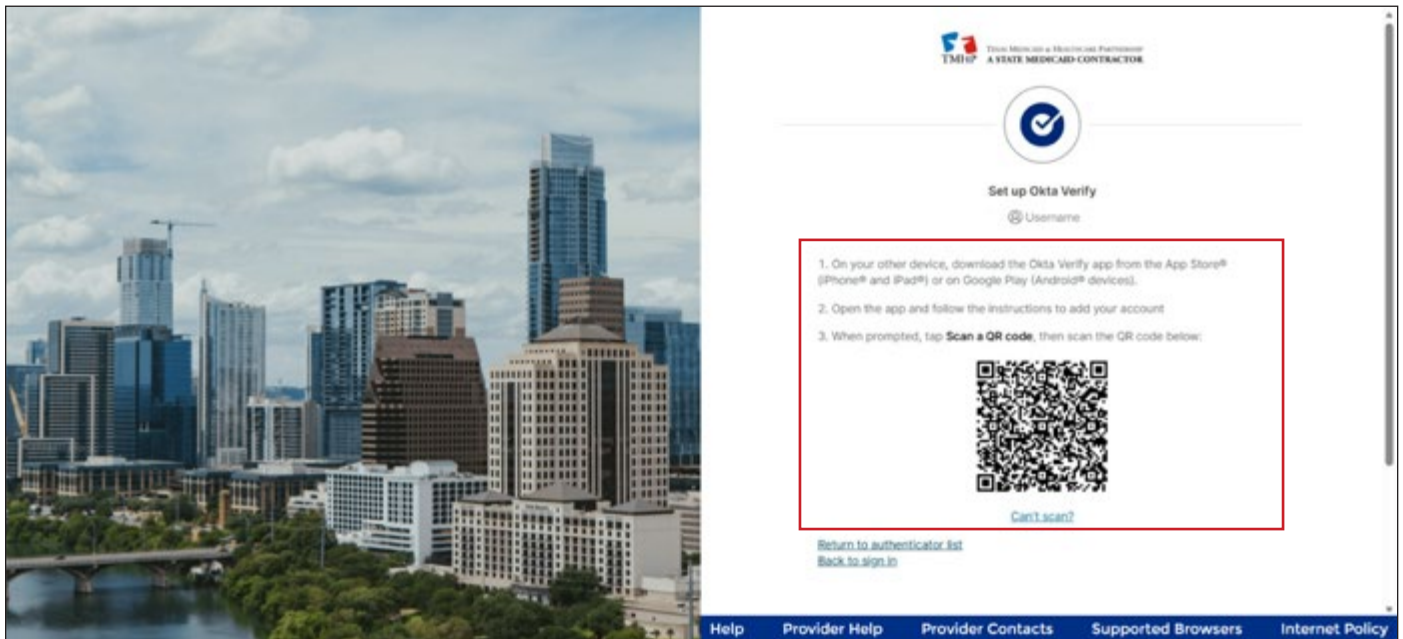
Computer: Download the Okta Verify application by clicking **Download (64-bit)** and installing Okta Verify on your computer.

To set up Okta Verify on a mobile device:

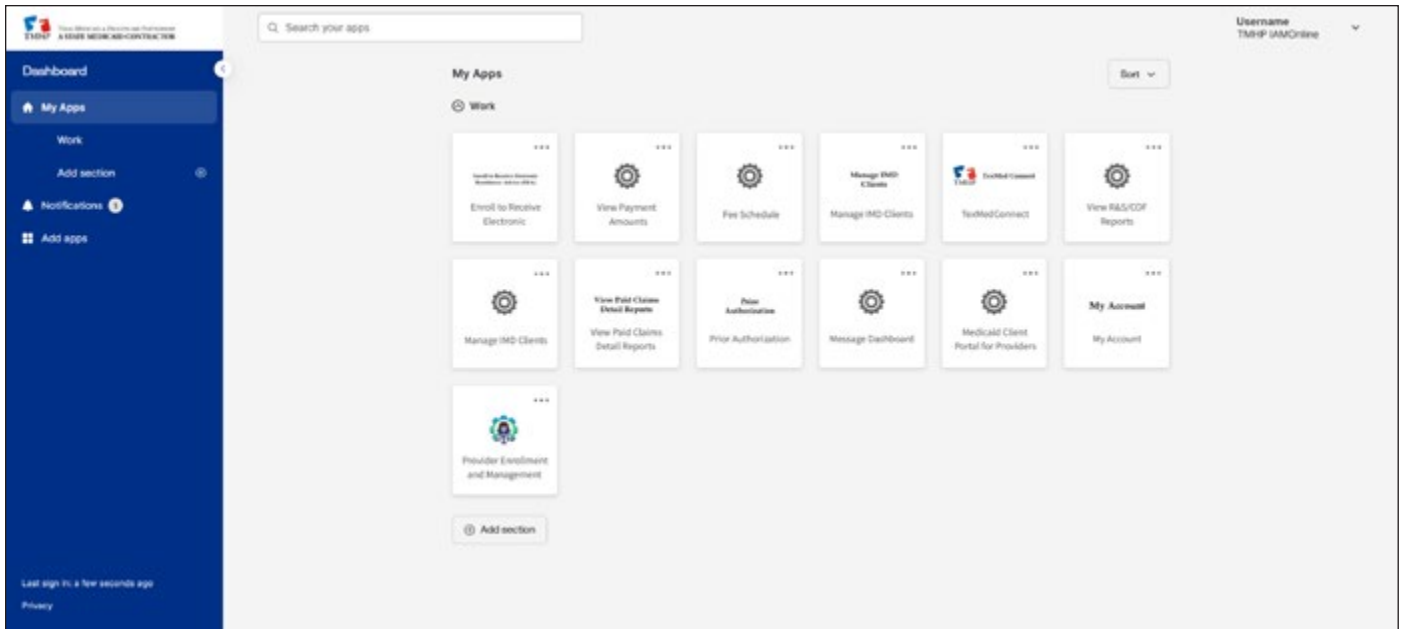
- 1) Click **set up Okta Verify on a mobile device**.



- 2) Follow the instructions listed on the screen.

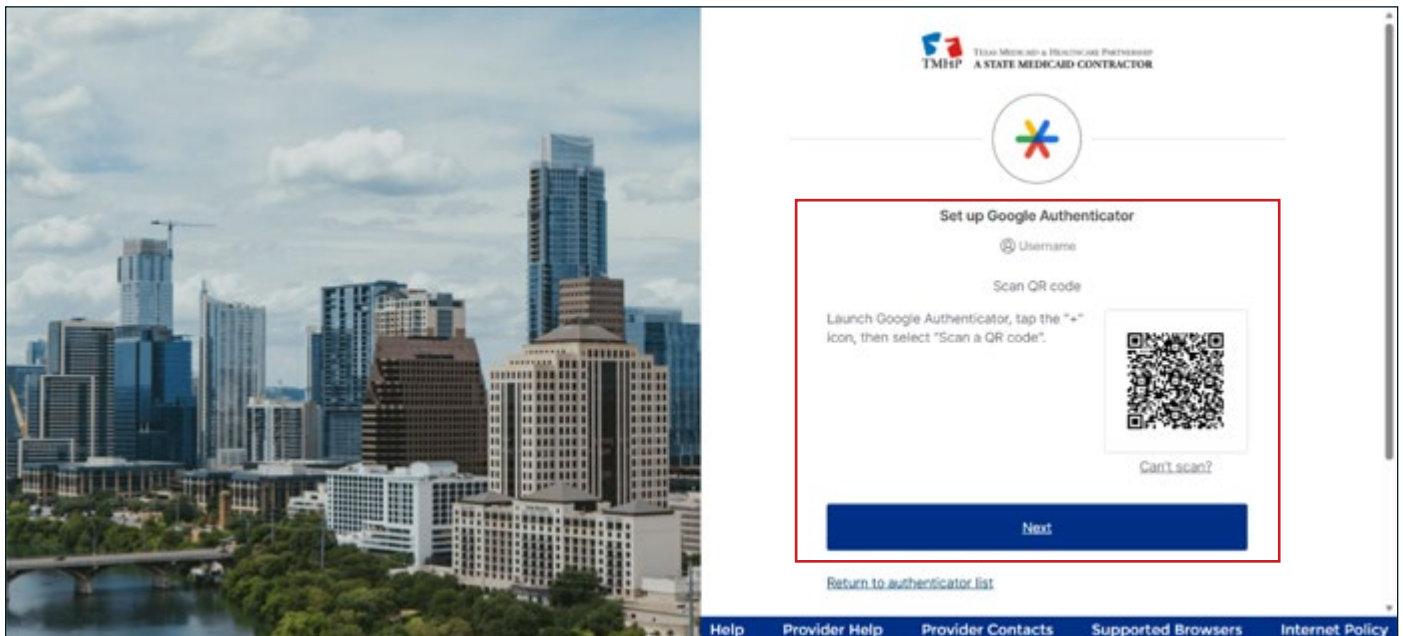


- 3) You have successfully added Okta Verify as a multifactor authentication method and have completed account activation. You will now be taken to the TMHP IAMOnline dashboard.

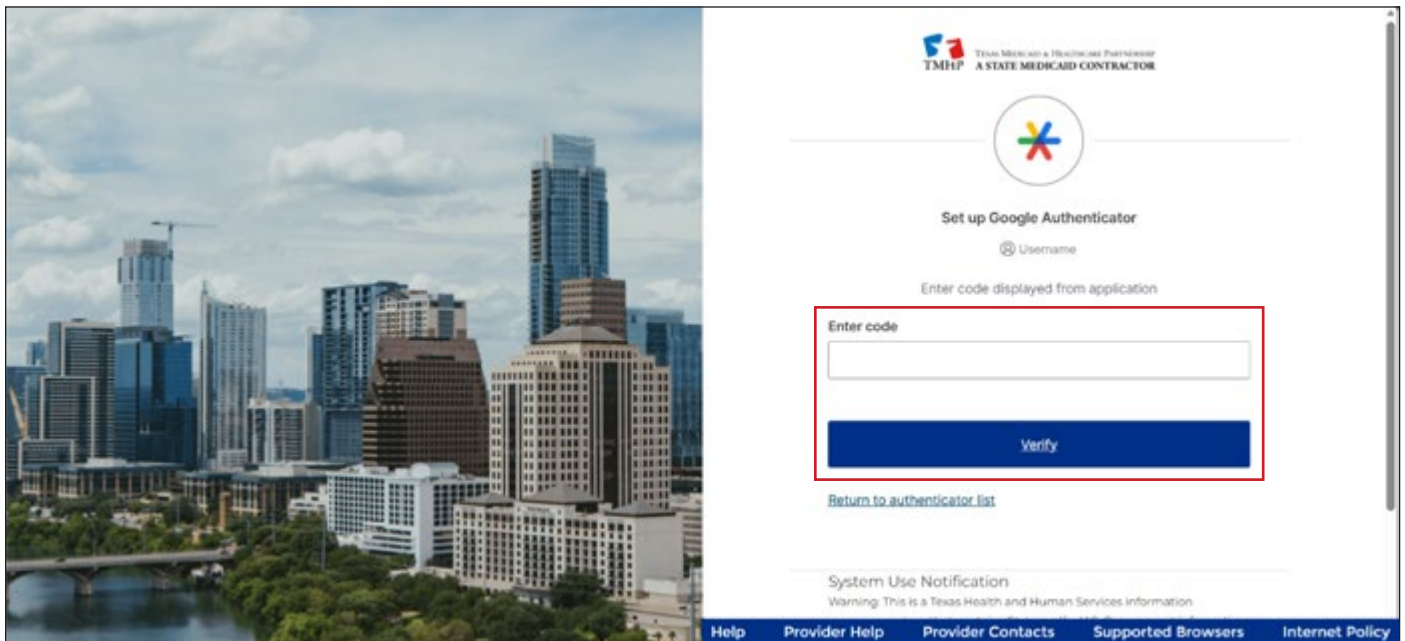


Google Authenticator

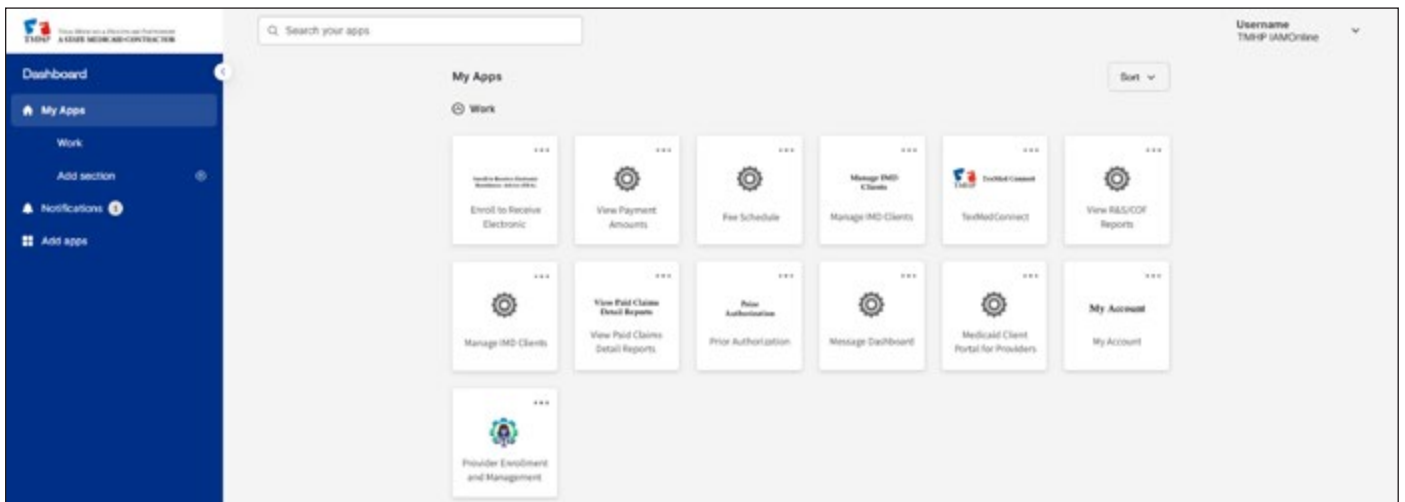
- 1) Follow the instructions listed on the screen, and click **Next**.



2) Enter the code that was sent to your Google Authenticator. Click **Verify**.



3) You have successfully added Google Authenticator as a multifactor authentication method and have completed account activation. You will now be taken to the TMHP IAMOnline dashboard.



Application Access

There are three different ways that providers can access their TMHP applications:

- TMHP Website Pathway
- My Account Pathway
- TMHP IAMOnline Home Pathway

TMHP recommends that account holders continue using the path they usually take to access their applications. For example, if a provider is used to accessing PA on the Portal through a bookmarked link on their browser, then it's

encouraged to continue using that pathway. The path that is least recommended during this time of transition is the TMHP IAMOnline Home Pathway. This is because applications that are housed in My Account will not complete all 4 phases of TMHP IAMOnline integration until August 22nd.

TMHP Website Pathway

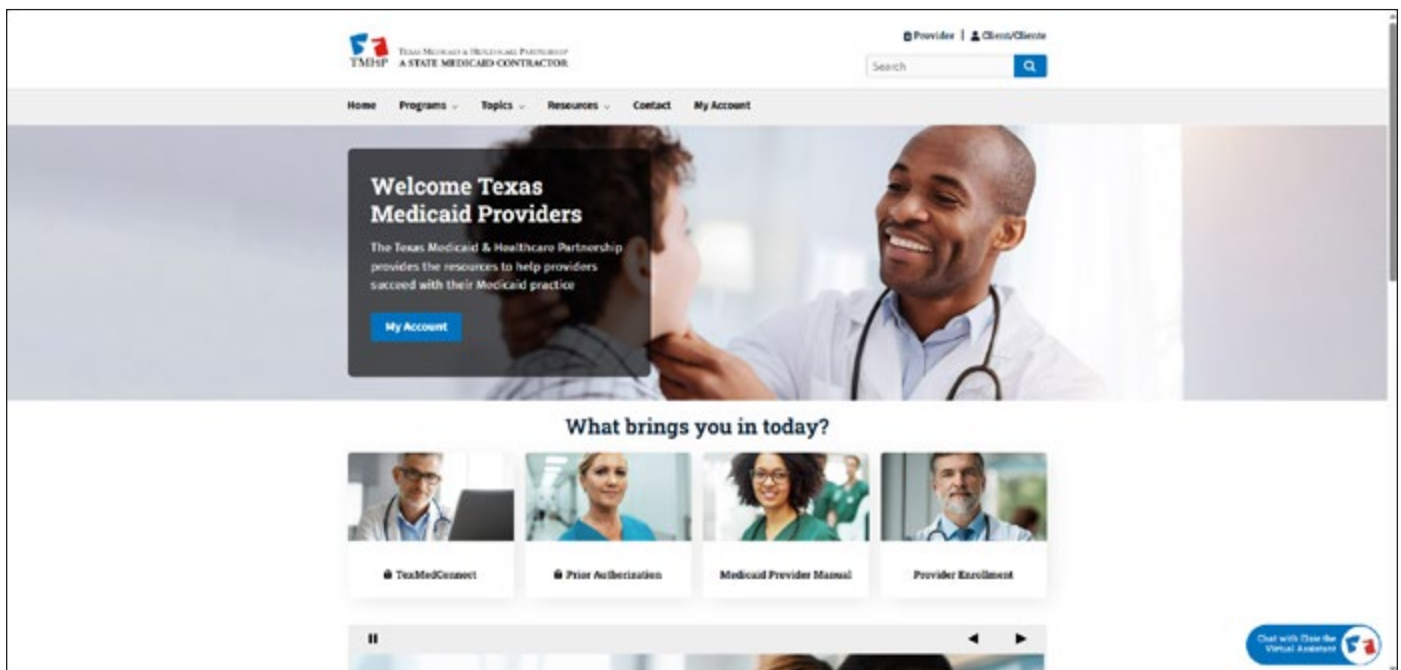
The TMHP website has multiple entry points to its applications. Some applications are accessed through buttons on the program pages. The LTC program page includes a button that links to the **LTC Online Portal** application and other applications are accessed through topic pages, such as Provider Enrollment, where the **Enroll Today** button leads to PEMS application.

Let's take the homepage, for example. It has the following applications directly linked:

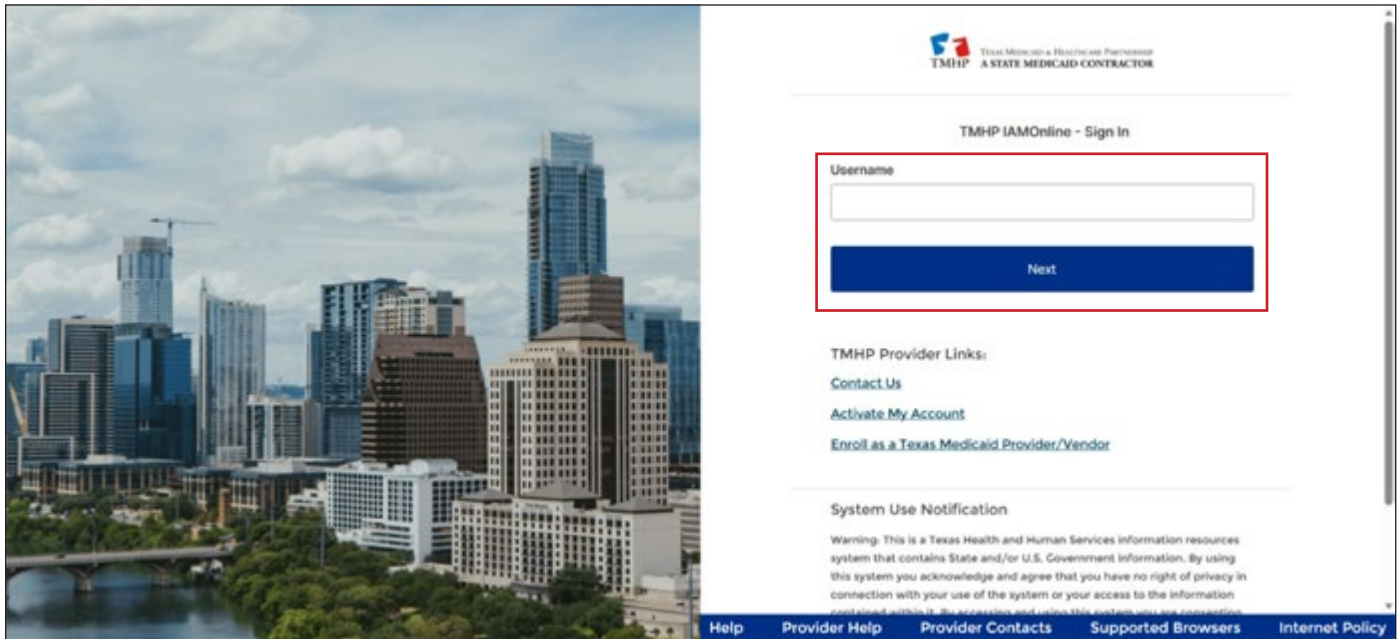
- My Account
- TexMedConnect
- Prior Authorization

To access your TMHP applications through the website, follow these steps:

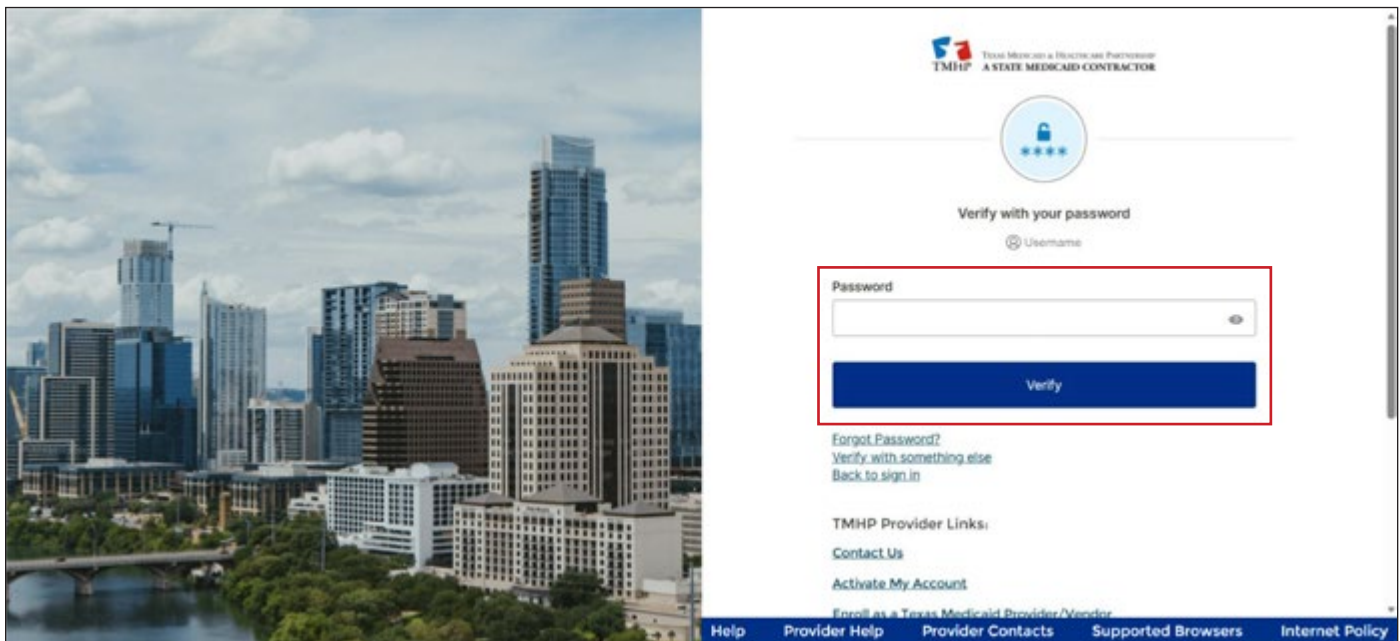
- 1) Select a direct link on the TMHP homepage. For this example, we'll navigate to the **Prior Authorization application**, PA on the Portal. This selection redirects you to the TMHP IAMOnline sign-in page.



2) Enter your username, then click **Next**.



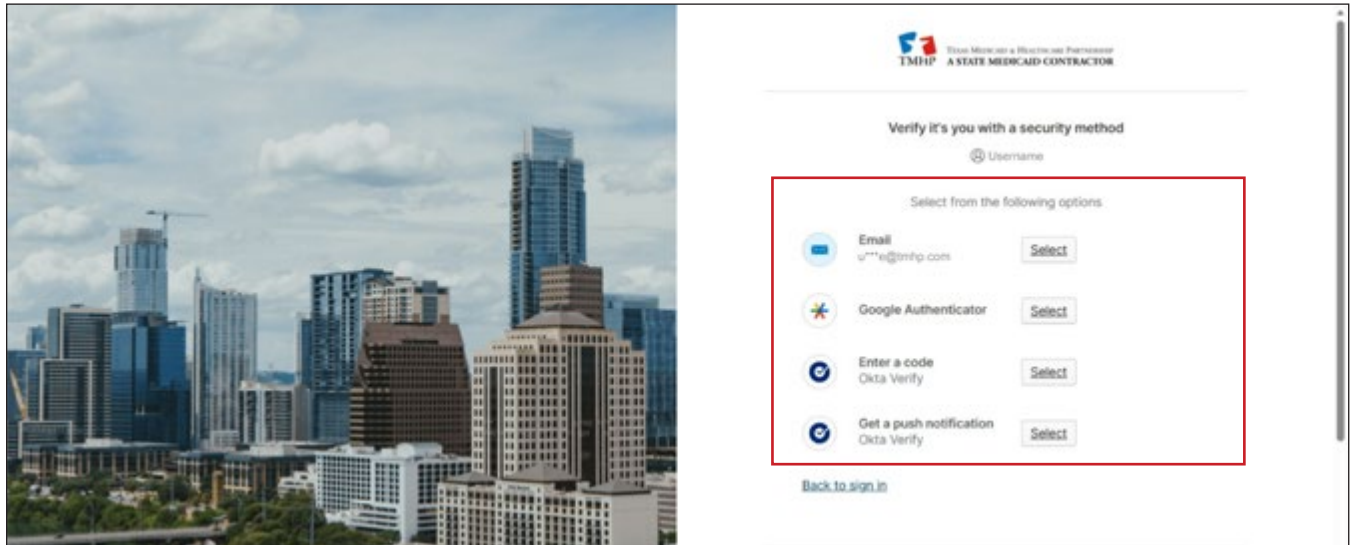
3) Enter your password, then click **Verify**.



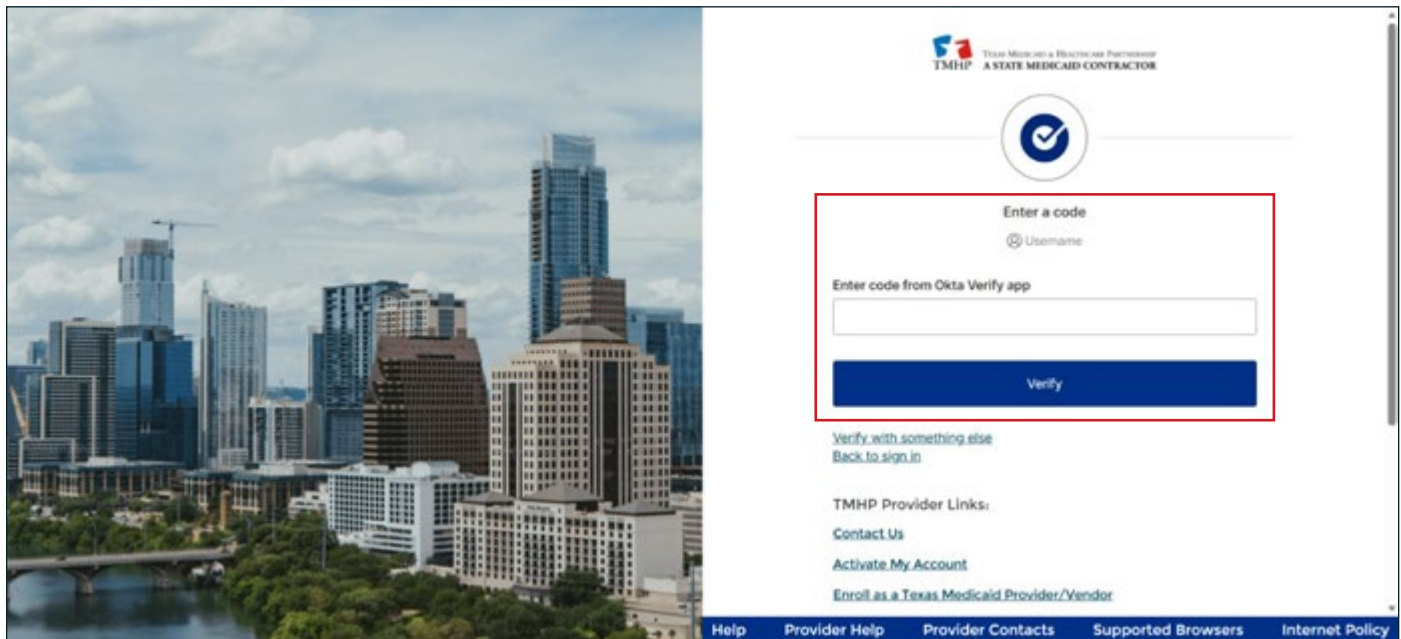
4) Click **Select** next to your preferred security method to confirm your sign in and to complete one of the following actions:

- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.

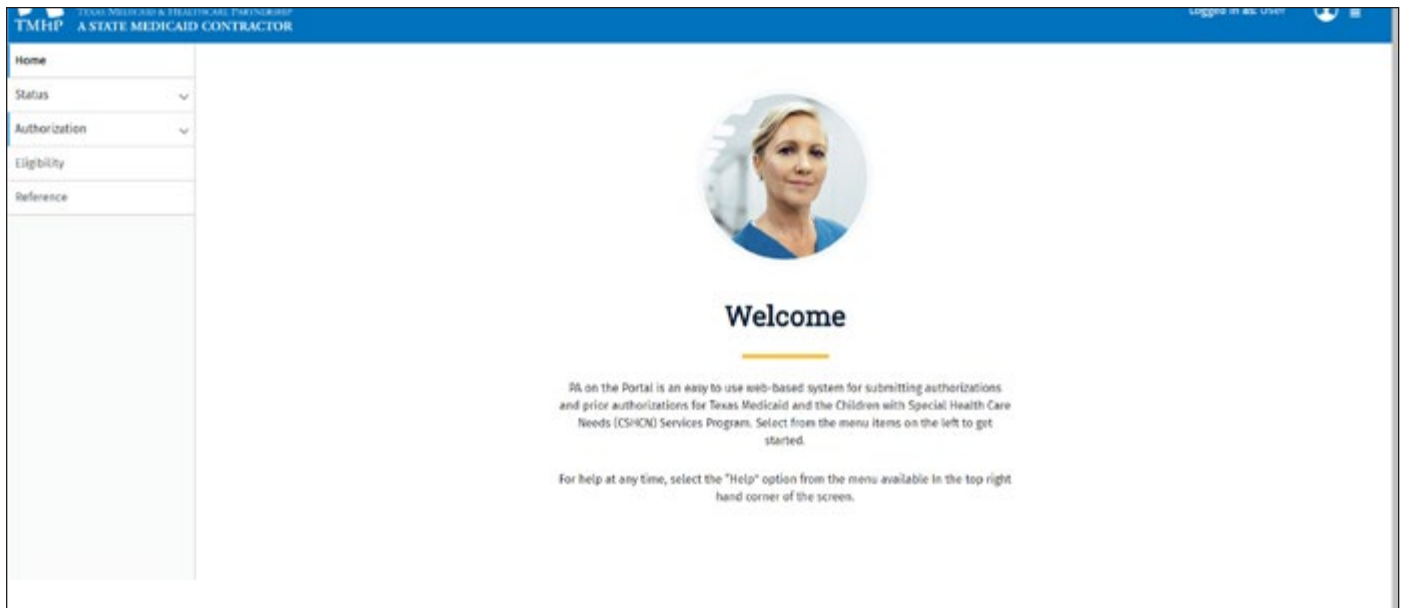
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.



- 5) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



- 6) After you sign in, you will be redirected back to the TMHP application you selected at the beginning. In this scenario, that application is PA on the Portal.



Reminder: TMHP applications are being integrated into TMHP IAMOnline between June 12th and August 22nd. Reference the tables in the [My Account & IAMOnline Double Sign-on](#) section of this document to anticipate if the application you're accessing will require single or double sign-on.

Note: Providers can bookmark direct links to each TMHP application for their own ease of access. Selecting a bookmarked link to PA on the Portal would skip step 1 in the list above.

My Account Pathway

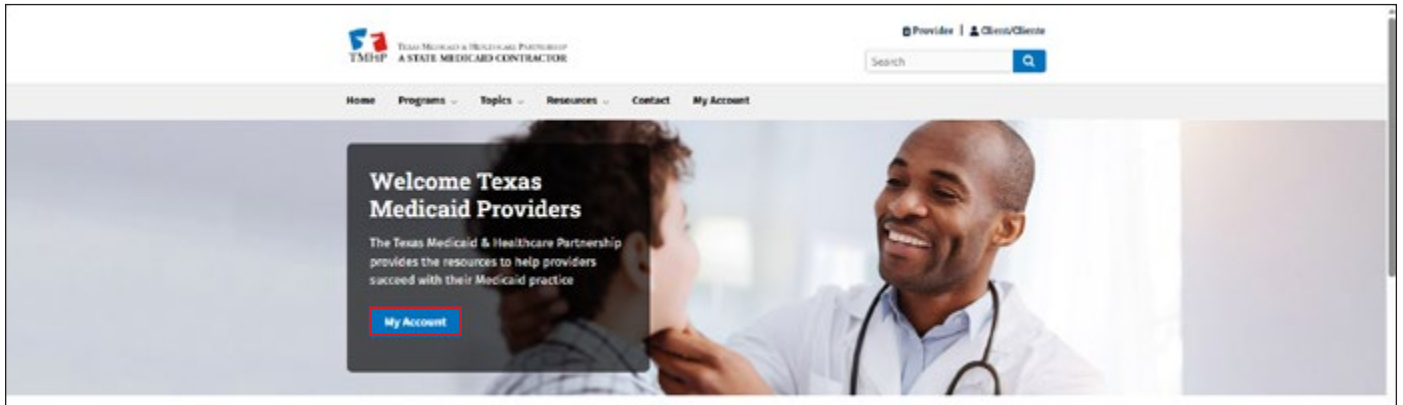
My Account is a TMHP platform where providers go to manage access to other TMHP applications such as PEMS. It's also where providers who want to access the secure functions of tmhp.com must activate their provider identifier, also known as a National Provider Identifier (NPI)/Atypical Provider Identifier (API), for online use and associate it with a TMHP user account.

Reminder: TMHP applications are being integrated into TMHP IAMOnline between June 12th and August 22nd. Reference the tables in the [My Account & IAMOnline Double Sign-on](#) section of this document to anticipate if the application you're accessing will require single or double sign-on.

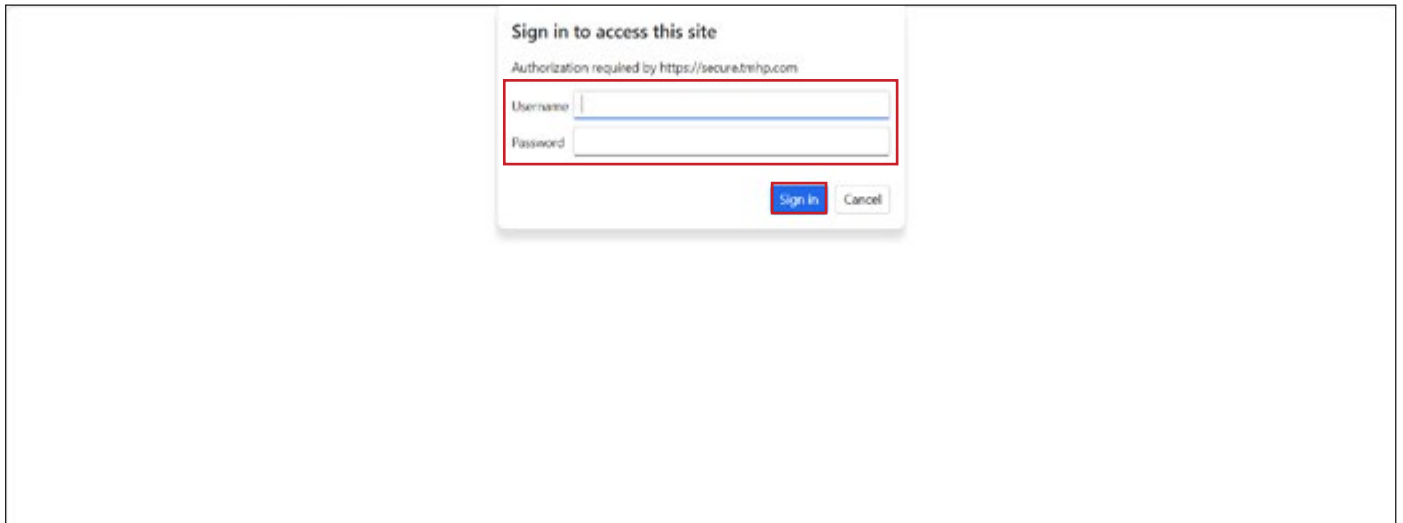
Access TMHP applications through My Account by following the appropriate set of steps based on the date listed.

Double Sign-on Before August 1, 2026

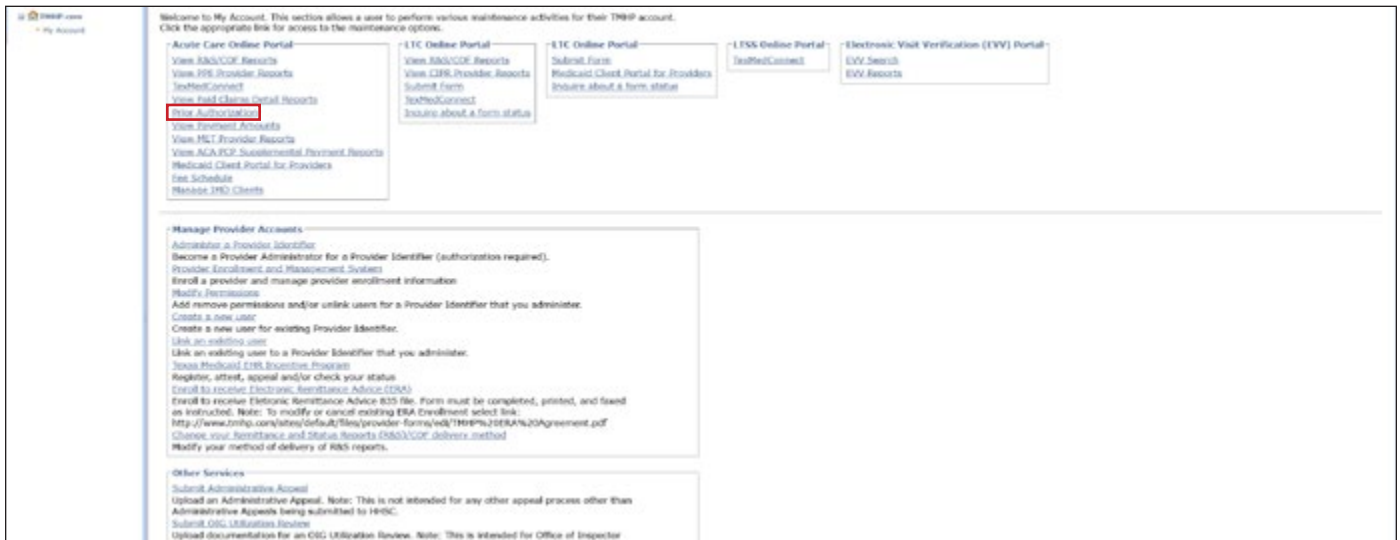
- 1) Go to tmhp.com, and click My Account.



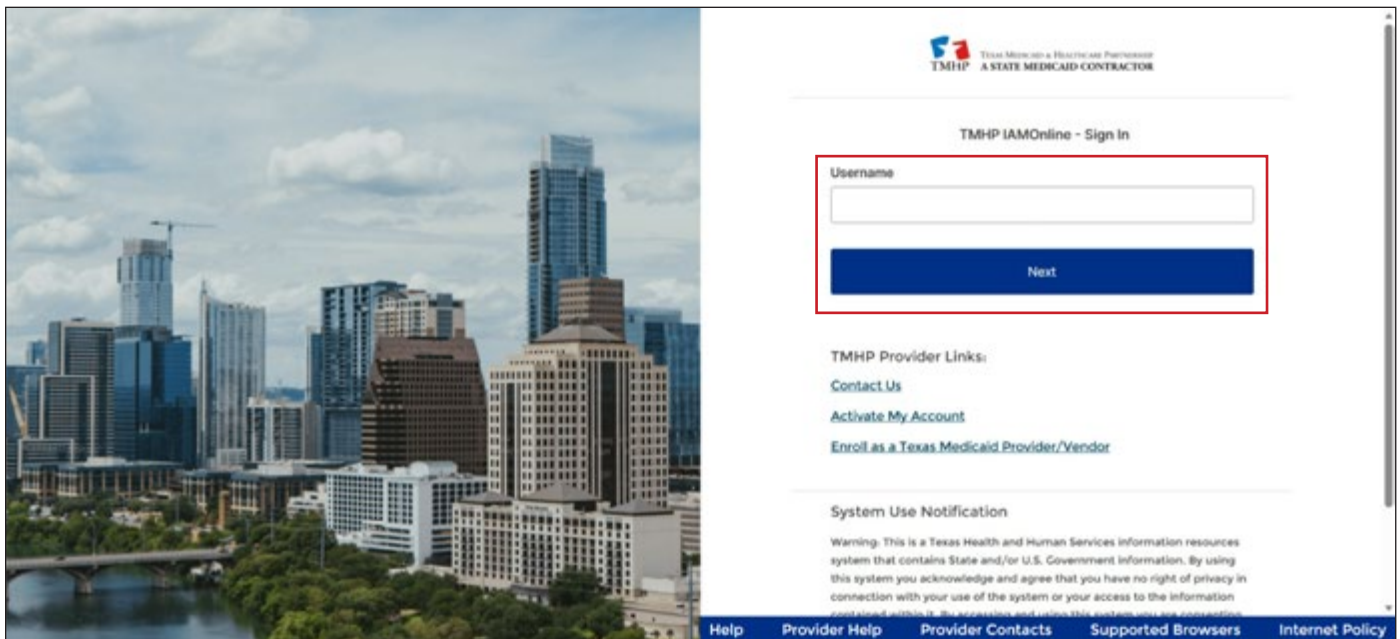
- 2) The My Account sign-in page will appear. Enter your username and new password that was created during TMHP IAMOnline account activation. Then click **Sign in**.



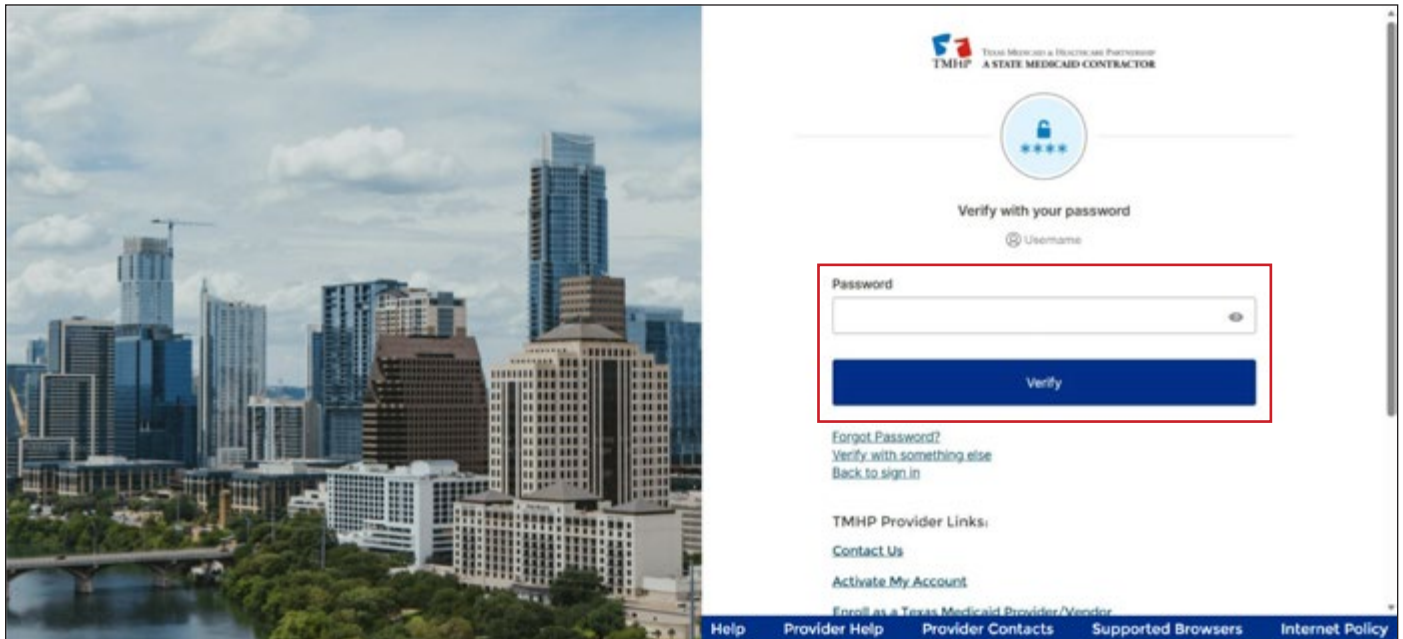
- 3) After you sign in, you will see the TMHP My Account dashboard, where you will continue to have access to different applications. For this example, we'll click the **Prior Authorization** link, which takes us to the PA on the Portal application.



- 4) This selection will redirect you to the TMHP IAMOnline sign-in page where you will sign in a second time. Enter your username, then click **Next**.

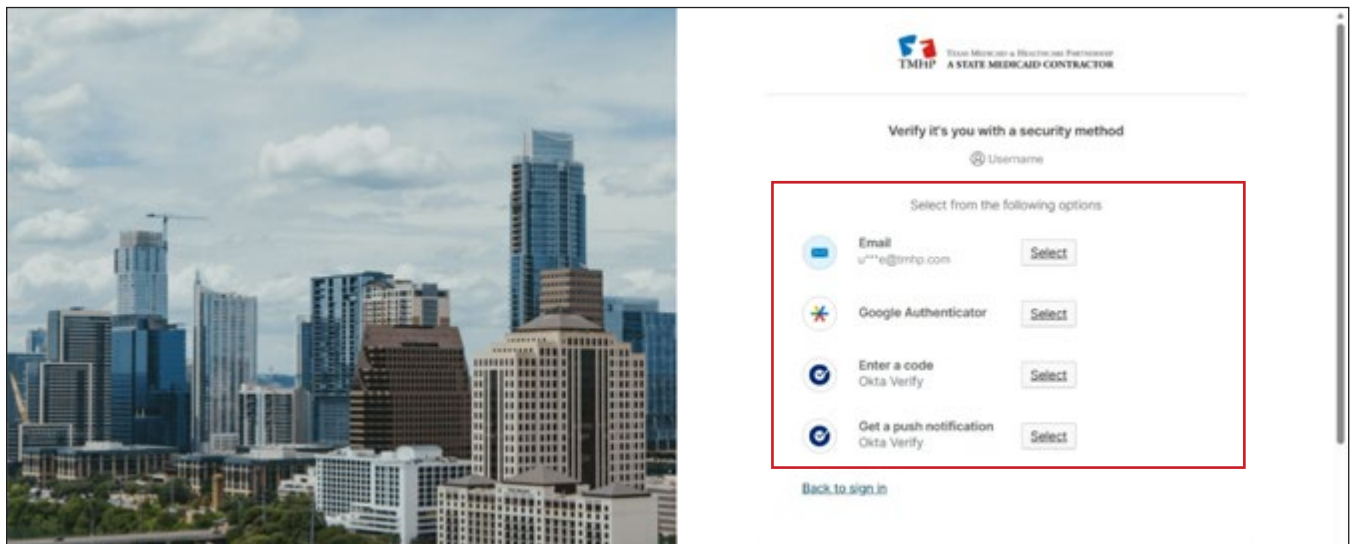


5) Enter your password, then click **Verify**.

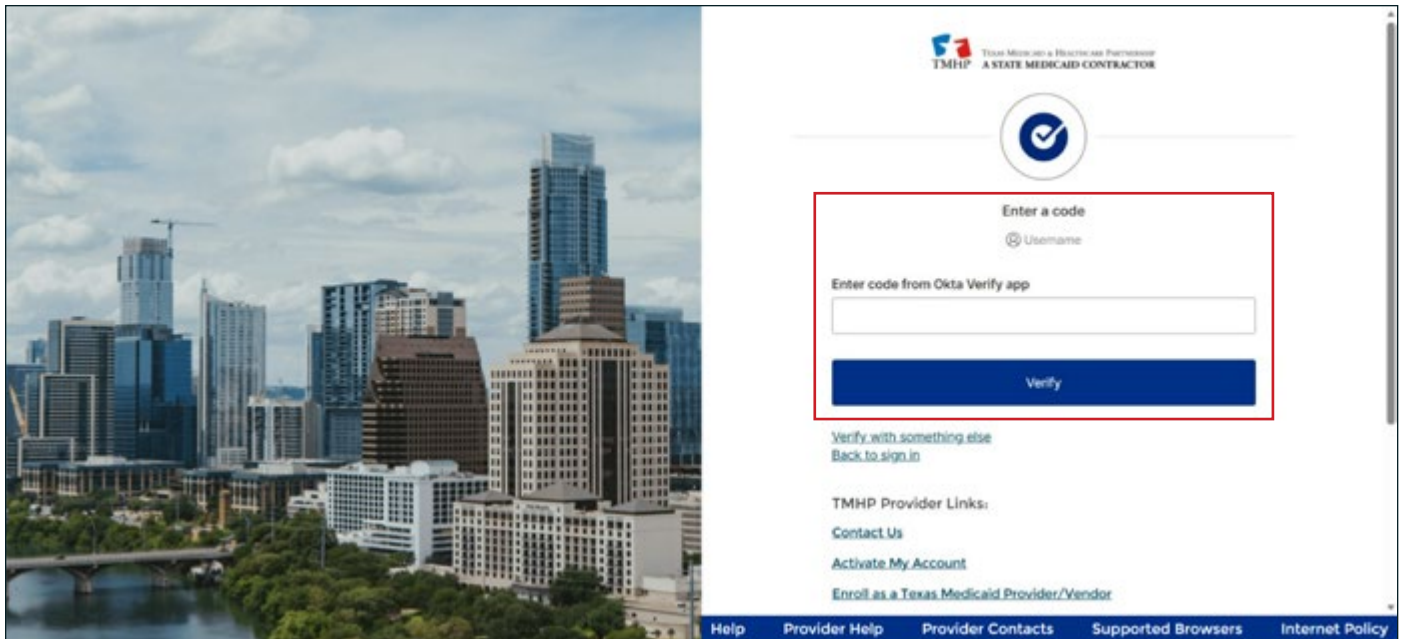


6) Click **Select** next to your preferred security method to confirm your sign in and to complete one of the following actions:

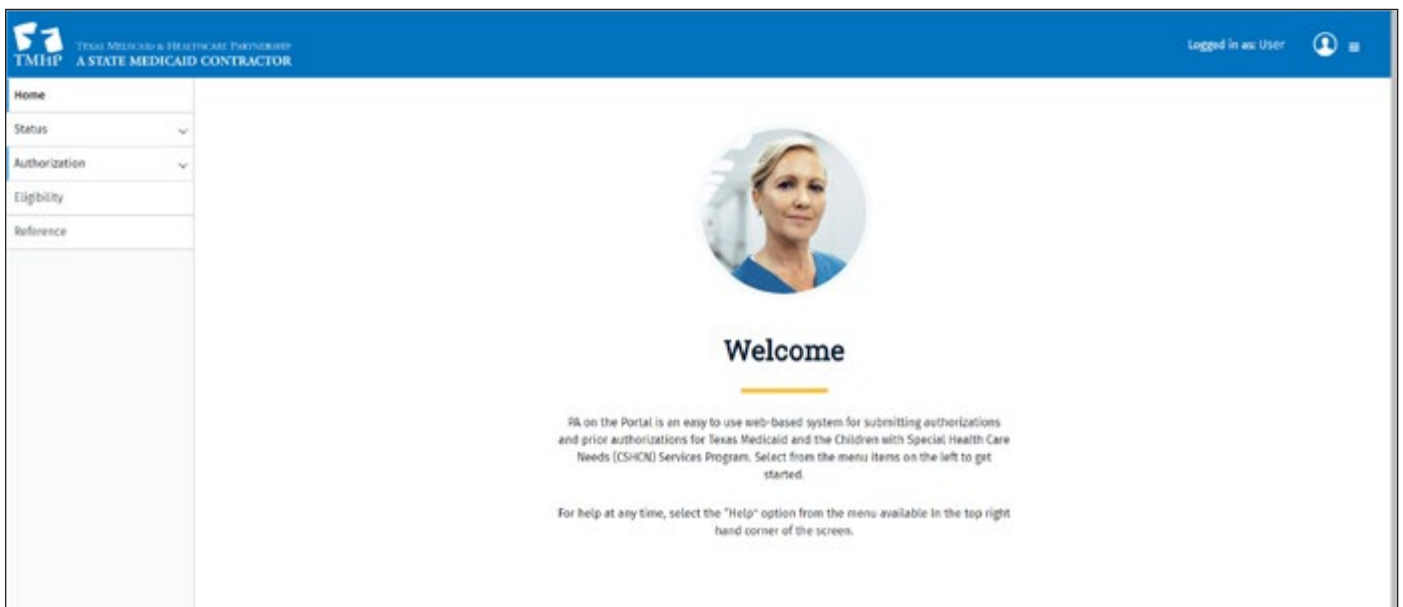
- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.



- 7) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



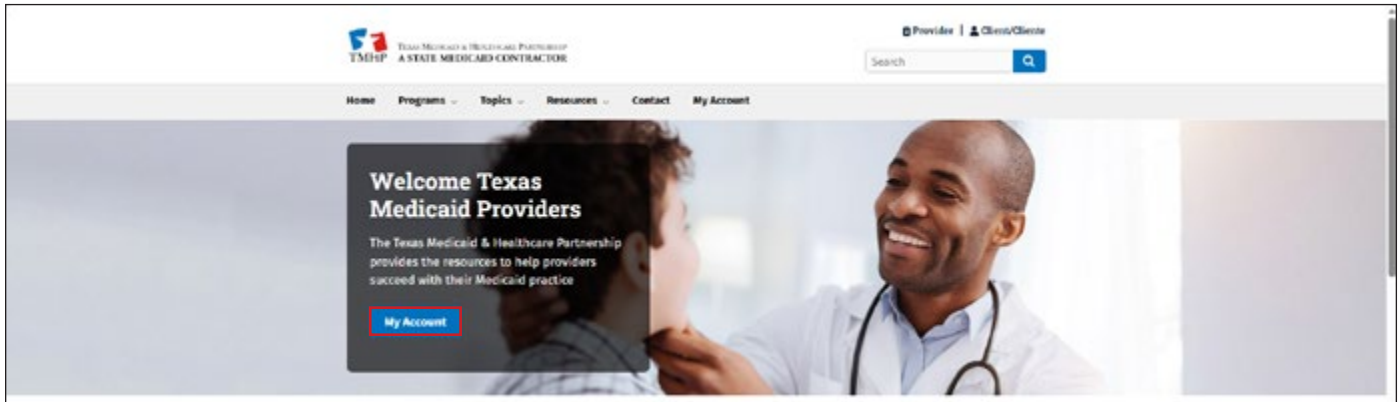
- 8) After you sign in, you will be redirected back to the link you clicked in My Account. In this scenario, we clicked the **Prior Authorization** link, which took us to the PA on the Portal application.



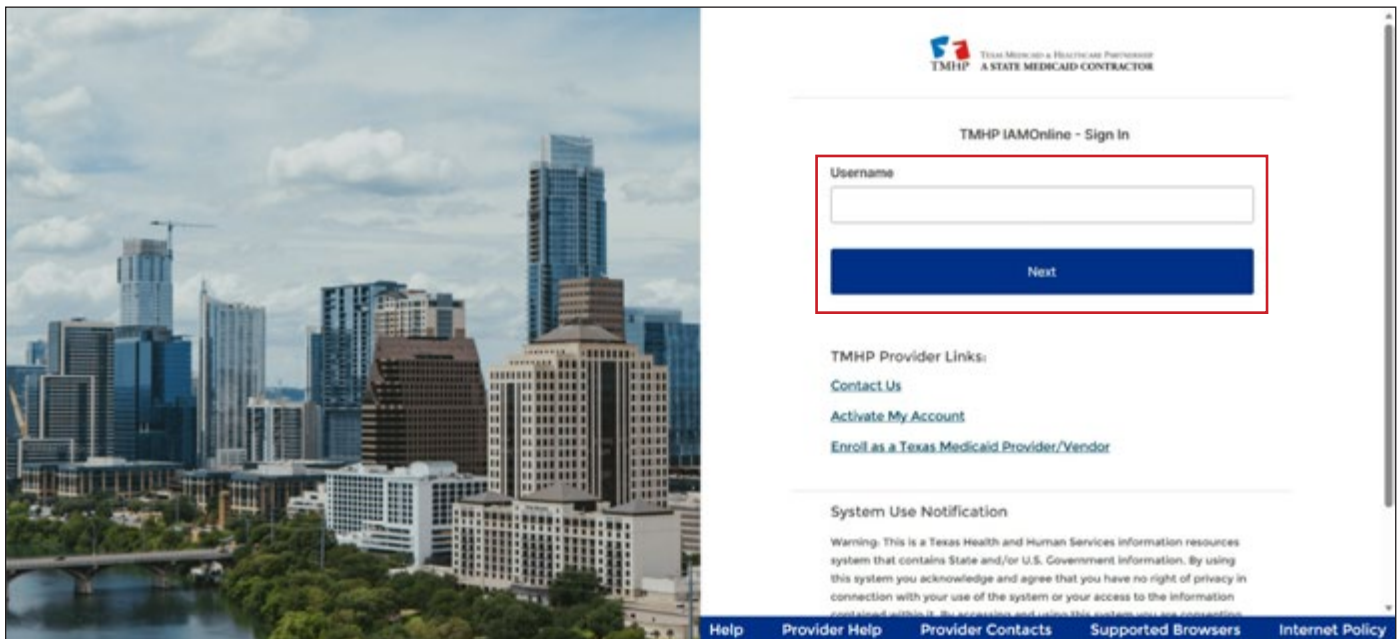
Note: There will be a period of time between August 1st and August 21st when providers will experience a double sign-on experience while accessing Release 4 applications. During this time, providers will first sign in to TMHP IAMOnline, and then sign-in to My Account when accessing these applications.

Single Sign-on After July 31, 2026

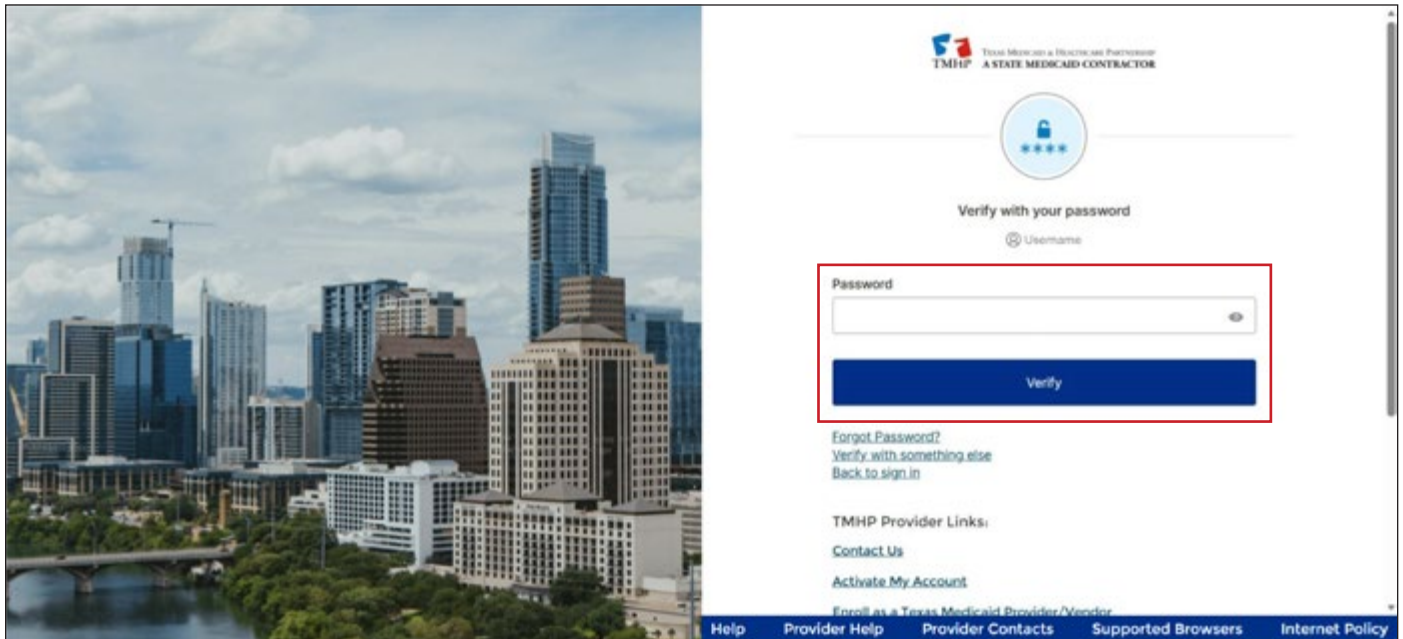
- 1) Go to tmhp.com, and click My Account.



- 2) At this time, this selection will redirect you to the TMHP IAMOnline sign-in page where you will sign in. Enter your username, then click Next.

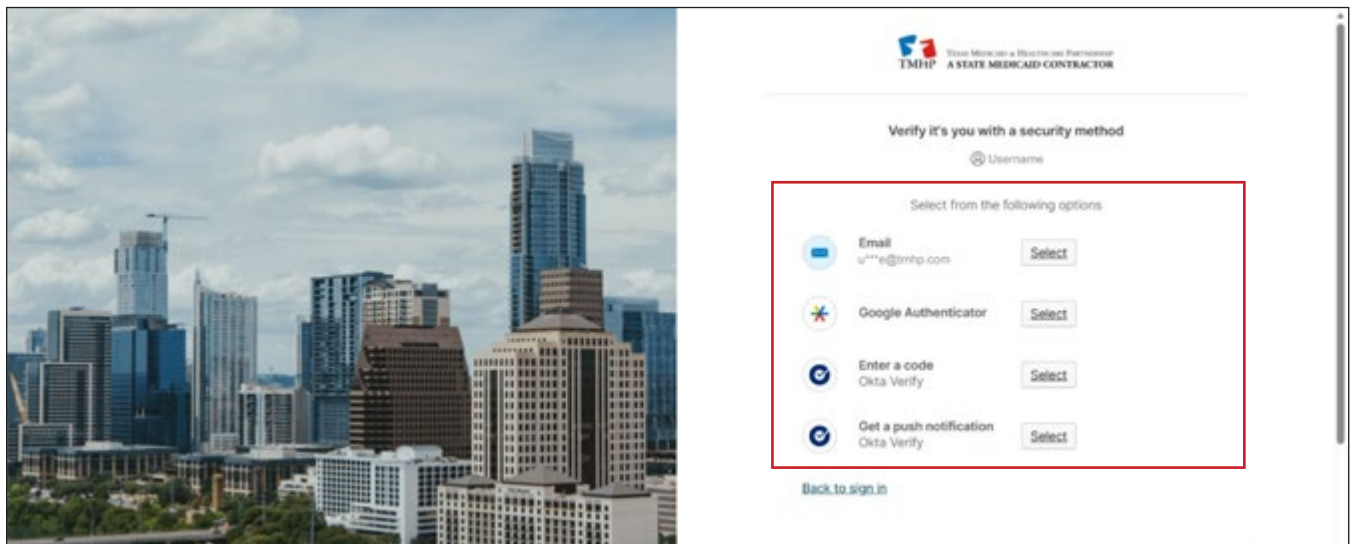


3) Enter your password, then click **Verify**.

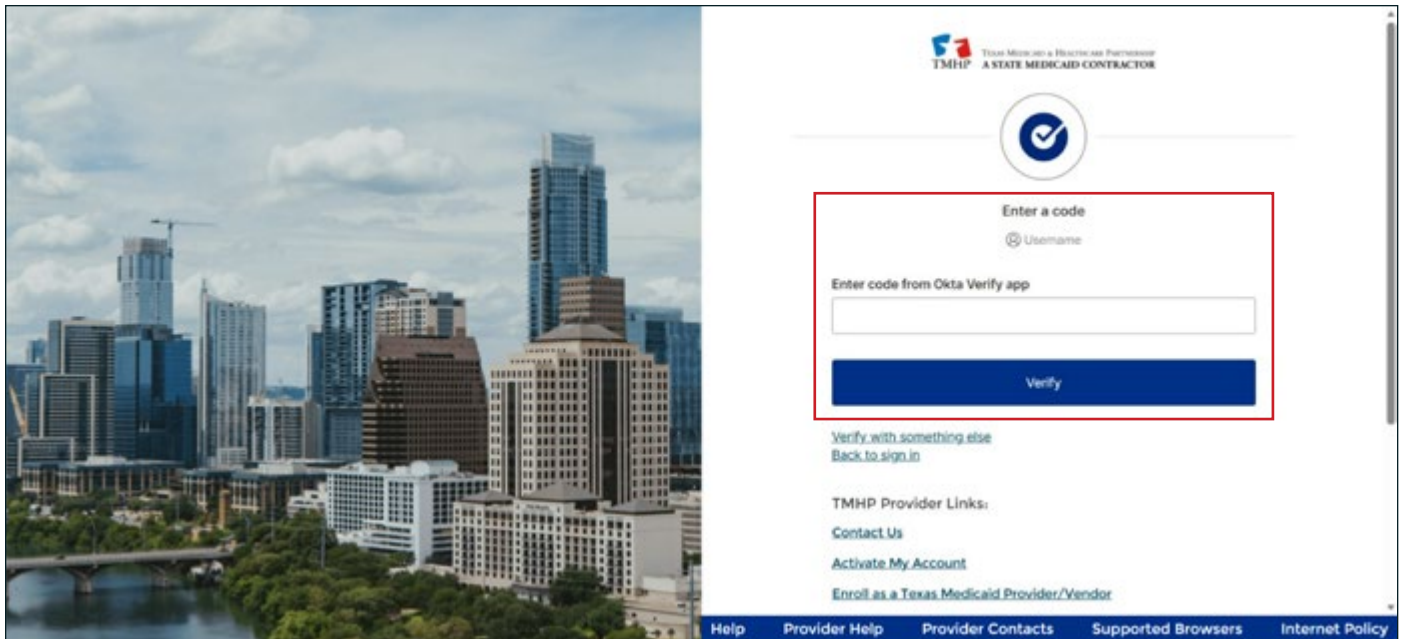


4) Click **Select** next to your preferred security method to confirm your sign in and to complete one of the following actions:

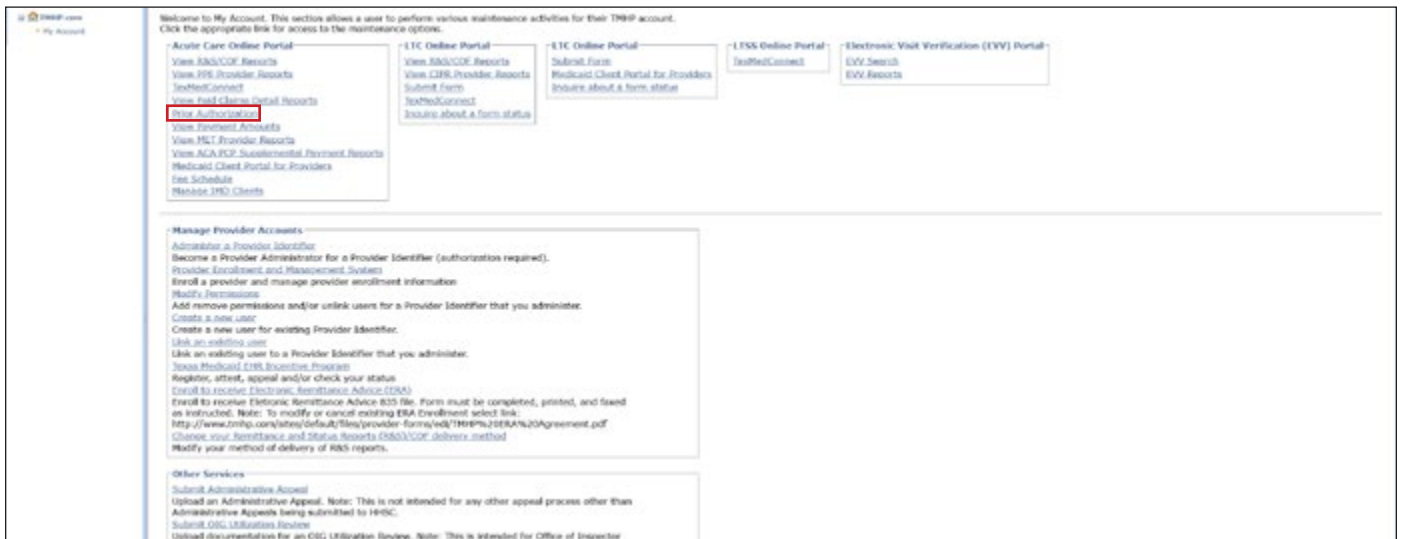
- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click Send push and you will receive push notification on your mobile device. Click **Yes, It's Me** on your mobile device.



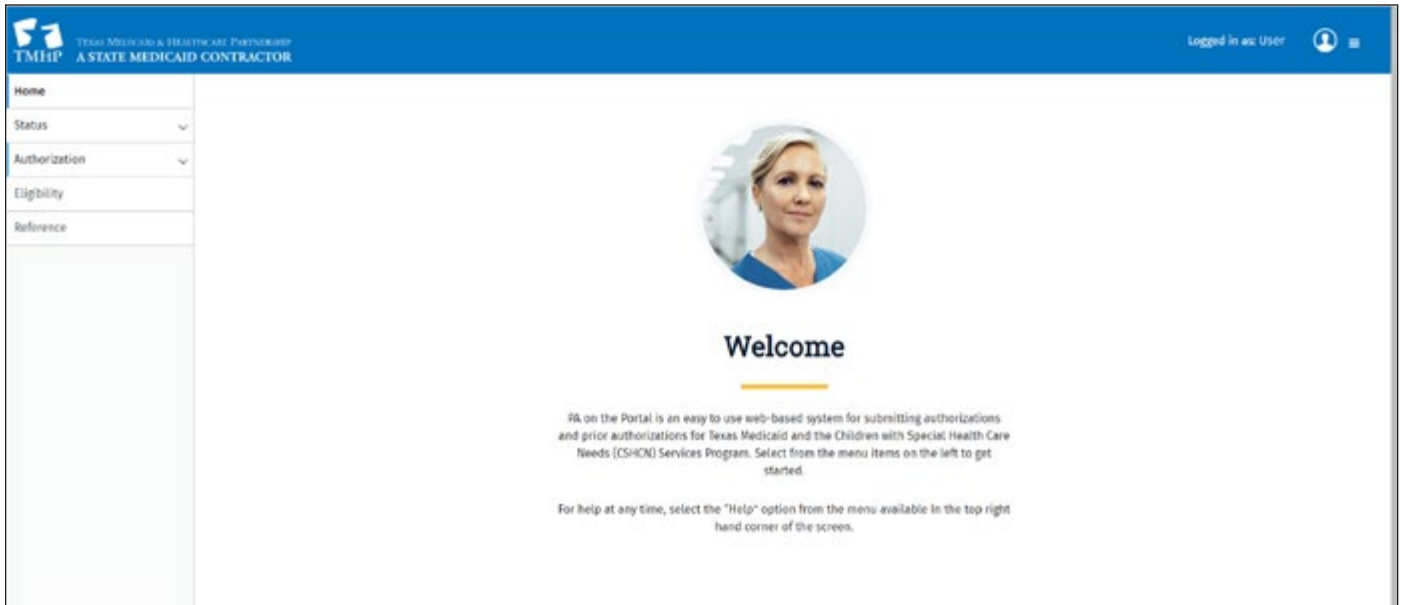
- 5) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



- 6) After you sign in, you will be redirected back to your TMHP My Account dashboard where you will continue to have access to different applications. At this time, the PA on the Portal application has already been integrated into TMHP IAMOnline. Access it by clicking the **Prior Authorization** link.



7) You will be redirected to the PA on the Portal application without the need of a double sign-on.



My Account & IAMOnline Double Sign-On

The table below shows which TMHP applications require double sign-on between My Account and TMHP IAMOnline, and which support single sign-on with either My Account or TMHP IAMOnline when providers access applications through the My Account pathway. The horizontal gray rows indicate which groups of My Account links are integrated in each scenario.

Important: During this time, providers should use the same username and the new password created during TMHP IAMOnline account activation when completing sign-in through My Account or TMHP IAMOnline.

Time Scenario	Phased Release	TMHP Applications	Single Sign-on or Double Sign-on
June 12 – July 9	Release 1 Applications	<ul style="list-style-type: none"> View Paid Claims Detail Reports (Also known as MedLog Reports) Provider Enrollment and Management System Manage IMD Clients Electronic Remittance Advice (ERA) Prior Authorization (PA on the Portal) 	Double sign-on <ul style="list-style-type: none"> My Account TMHP IAMOnline
	Release 2 Applications	<ul style="list-style-type: none"> View Payment Amounts Fee Schedule TexMedConnect View R&S/COF Reports 	Single sign-on <ul style="list-style-type: none"> My Account
	Release 3 Applications	<ul style="list-style-type: none"> View PPE Provider Reports View MET Provider Reports View ACA PCP Supplemental Payment Reports View CIPR Provider Reports Medicaid Client Portal for Providers Submit Administrative Appeal Submit OIG Utilization Review Submit DSNP Admission Notification File Message Dashboard My Account 	
	Release 4 Applications	<ul style="list-style-type: none"> Submit Form (LTC Online Portal) Inquire about a form status (LTC Online Portal) EVV Search EVV Reports 	

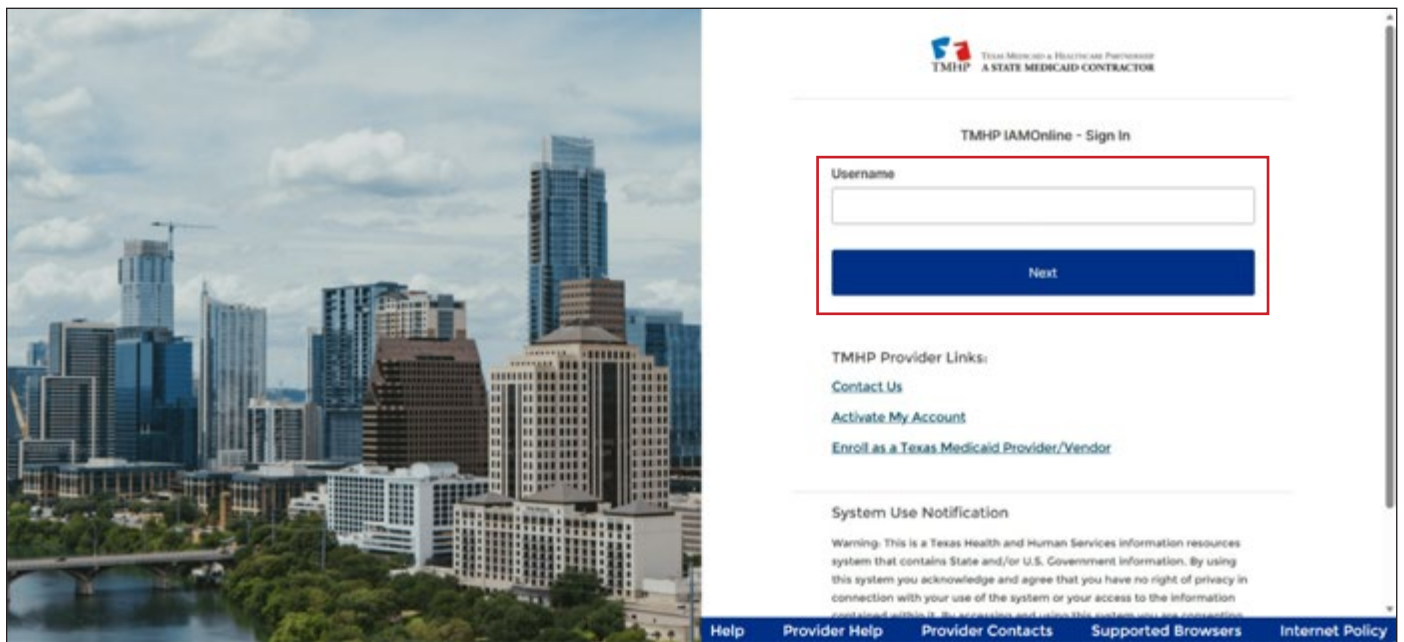
Time Scenario	Phased Release	TMHP Applications	Single Sign-on or Double Sign-on
July 10 - July 31	Release 1 Applications	<ul style="list-style-type: none"> • View Paid Claims Detail Reports (Also known as MedLog Reports) • Provider Enrollment and Management System • Manage IMD Clients • Enroll to receive Electronic Remittance Advice (ERA) • Prior Authorization (PA on the Portal) 	Double sign-on <ul style="list-style-type: none"> • My Account • TMHP IAMOnline
	Release 2 Applications	<ul style="list-style-type: none"> • Provider Check Amount • Fee Schedule • TexMedConnect • View R&S/COF Reports 	
	Release 3 Applications	<ul style="list-style-type: none"> • View PPE Provider Reports • View MET Provider Reports • View ACA PCP Supplemental Payment Reports • View CIPR Provider Reports • Medicaid Client Portal for Providers • Submit Administrative Appeal • Submit OIG Utilization Review • Submit DSNP Admission Notification File • Message Dashboard • My Account 	Single sign-on <ul style="list-style-type: none"> • My Account
	Release 4 Applications	<ul style="list-style-type: none"> • Submit Form (LTC Online Portal) • Inquire about a form status (LTC Online Portal) • EVV Search • EVV Reports 	

Time Scenario	Phased Release	TMHP Applications	Single Sign-on or Double Sign-on
August 1 - August 21	Release 1 Applications	<ul style="list-style-type: none"> • View Paid Claims Detail Reports (Also known as MedLog Reports) • Provider Enrollment and Management System • Manage IMD Clients • Enroll to receive Electronic Remittance Advice (ERA) • Prior Authorization (PA on the Portal) 	Single sign-on <ul style="list-style-type: none"> • TMHP IAMOnline
	Release 2 Applications	<ul style="list-style-type: none"> • Provider Check Amount • Fee Schedule • TexMedConnect • View R&S/COF Reports 	
	Release 3 Applications	<ul style="list-style-type: none"> • View PPE Provider Reports • View MET Provider Reports • View ACA PCP Supplemental Payment Reports • View CIPR Provider Reports • Medicaid Client Portal for Providers • Submit Administrative Appeal • Submit OIG Utilization Review • Submit DSNP Admission Notification File • Message Dashboard • My Account 	
	Release 4 Applications	<ul style="list-style-type: none"> • Submit Form (LTC Online Portal) • Inquire about a form status (LTC Online Portal) • EVV Search • EVV Reports 	Double sign-on <ul style="list-style-type: none"> • TMHP IAMOnline • My Account

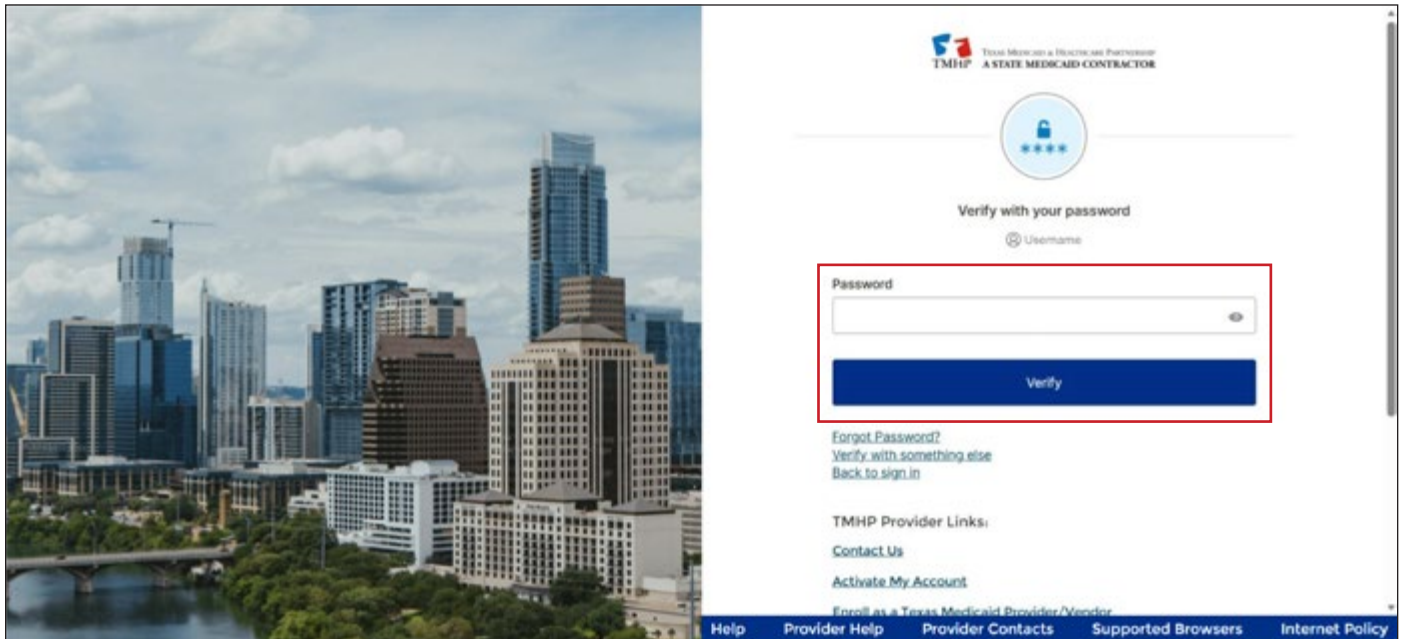
Time Scenario	Phased Release	TMHP Applications	Single Sign-on or Double Sign-on
August 22 and onwards	Release 1 Applications	By this date, all applications from Releases 1, 2, 3, and 4 will be integrated into TMHP IAMOnline.	Single sign-on <ul style="list-style-type: none"> • TMHP IAMOnline
	Release 2 Applications		
	Release 3 Applications		
	Release 4 Applications		

TMHP IAMOnline Home Pathway

- 1) Go to the [TMHP IAMOnline](#) sign-in page. Enter your username, then click **Next**.

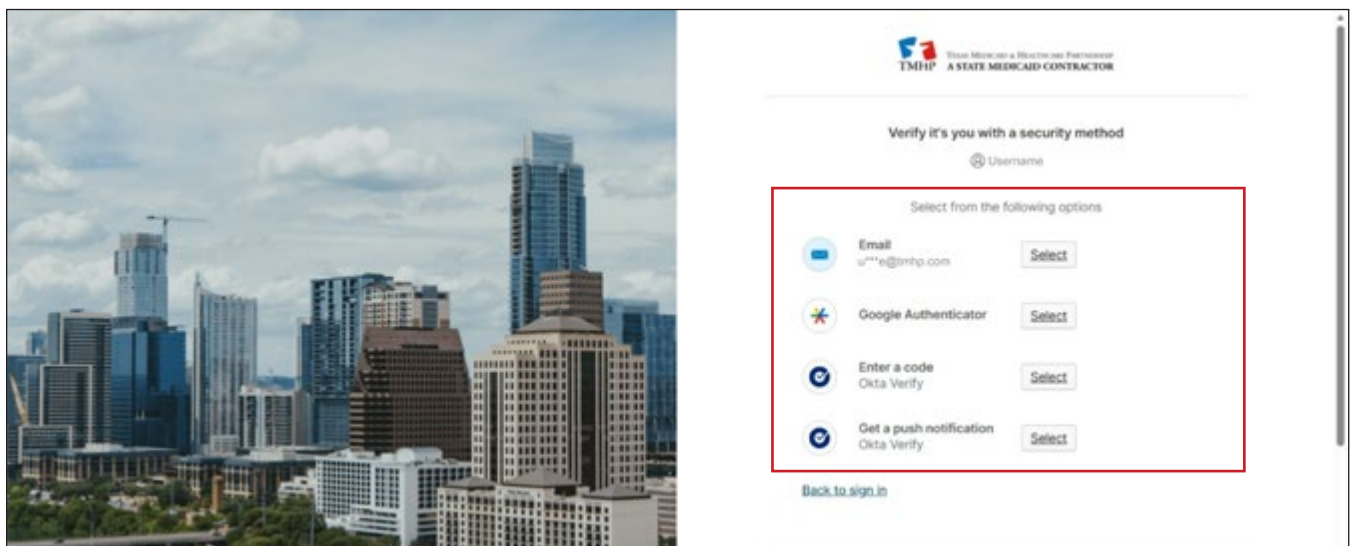


2) Enter your password, then click **Verify**.

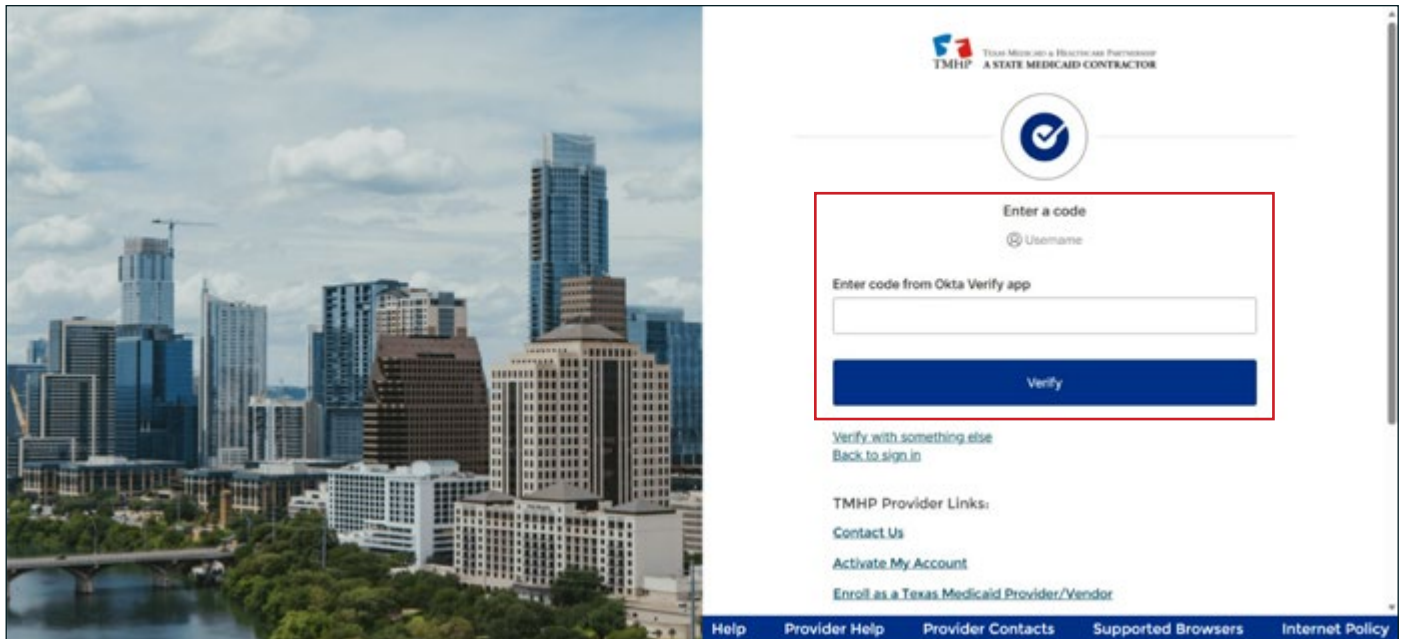


3) Click **Select** next to your preferred security method to confirm your sign-in and to complete one of the following actions:

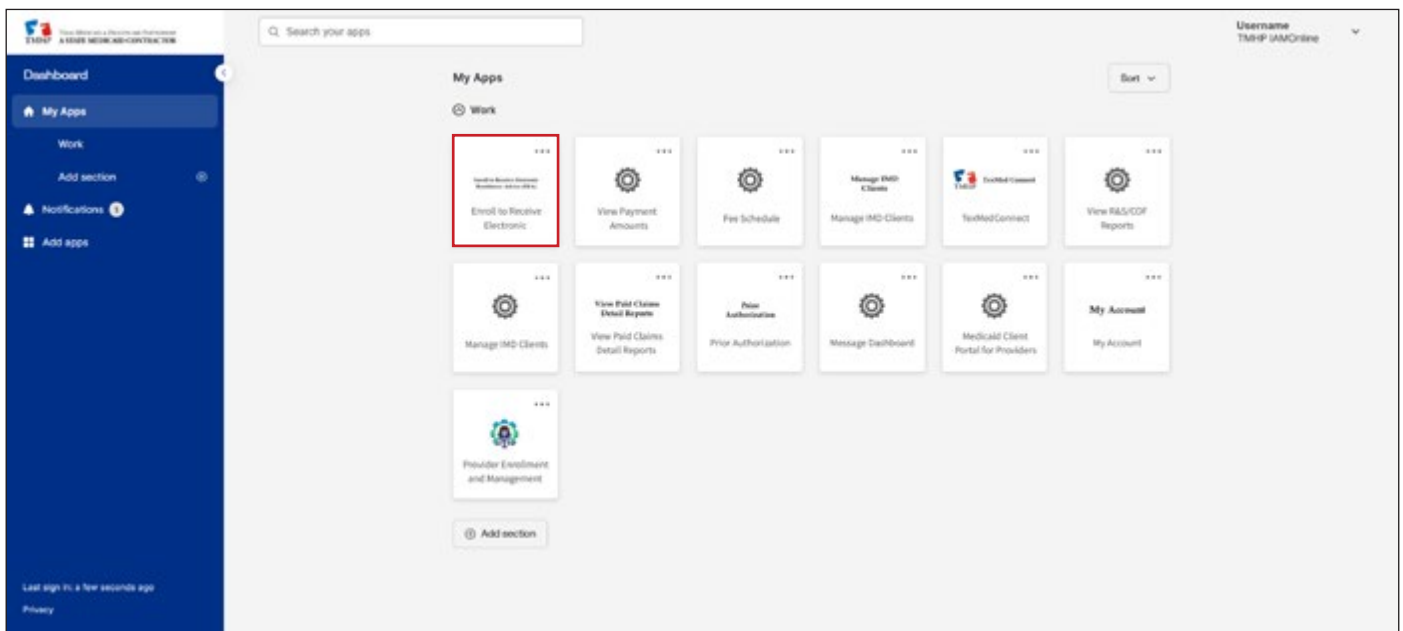
- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.



- 4) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



- 5) Once you're signed in to the TMHP IAMOnline dashboard, you will have access to different applications, such as PA on the Portal, and other actions for account management.



Reminder: TMHP applications are being integrated into TMHP IAMOnline between June 12th and August 22nd. Be sure to reference the tables in the [Phased Releases](#) section of this document to anticipate when you will see the application you want to access through TMHP IAMOnline.

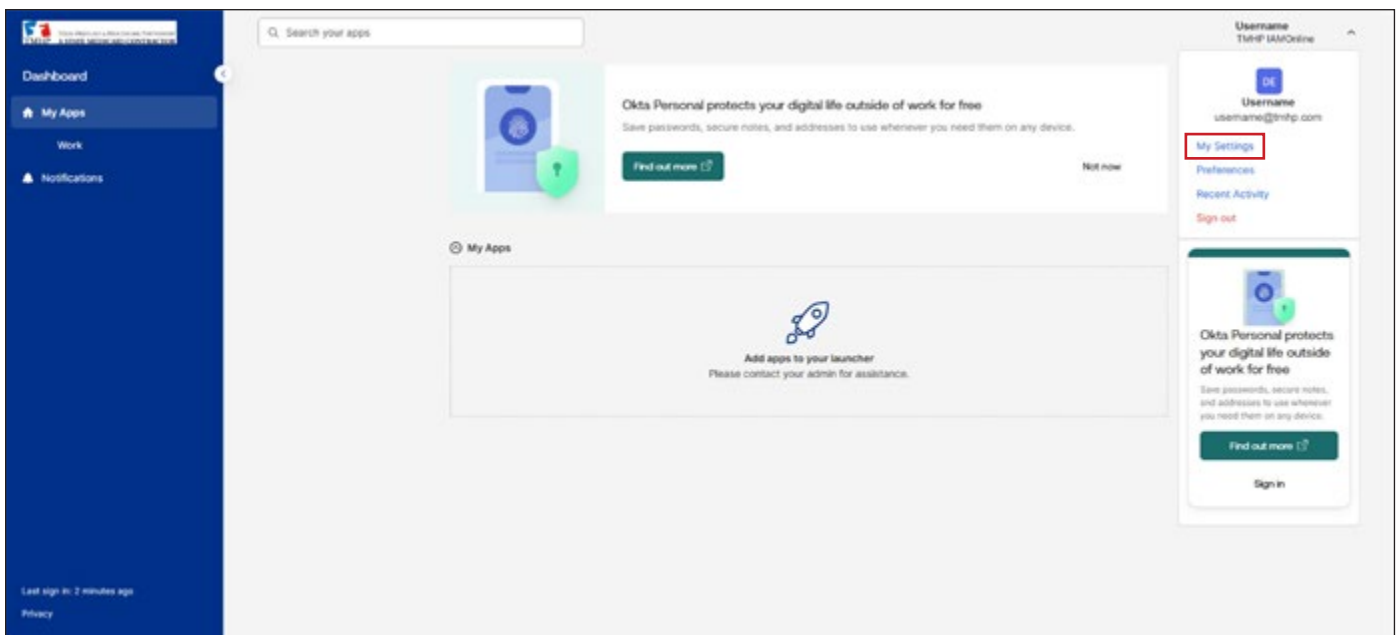
Help

Managing Your Security Methods

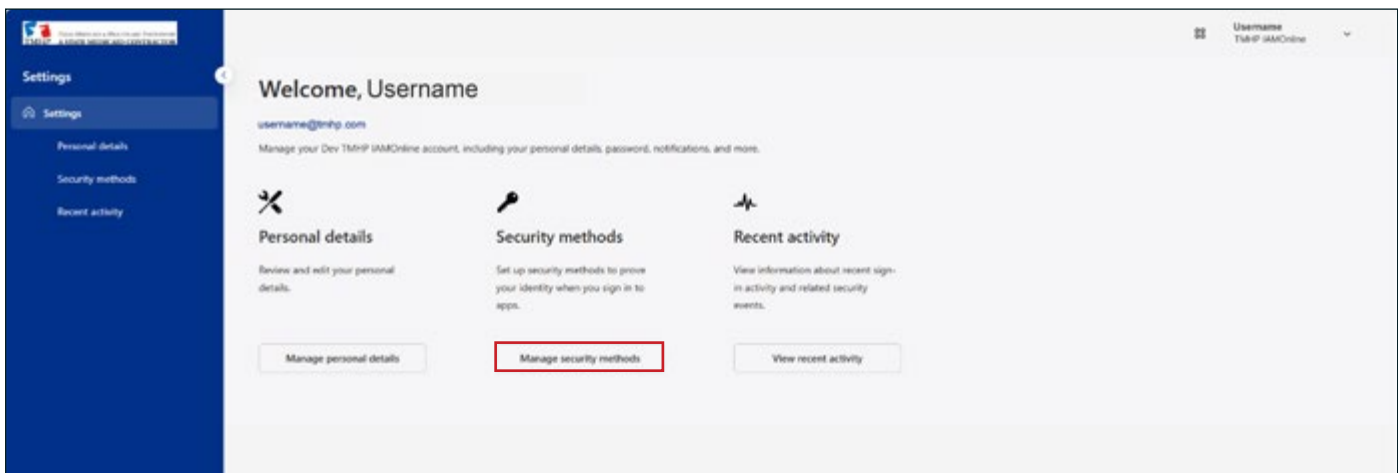
To make changes to your account's security methods you will need to sign in to TMHP IAMOnline. Refer to the [TMHP IAMOnline Home Pathway](#) section of this guide for step-by-step help with logging in.

If you didn't set up a security method during account activation or if you would like to add an additional security method, follow the steps below.

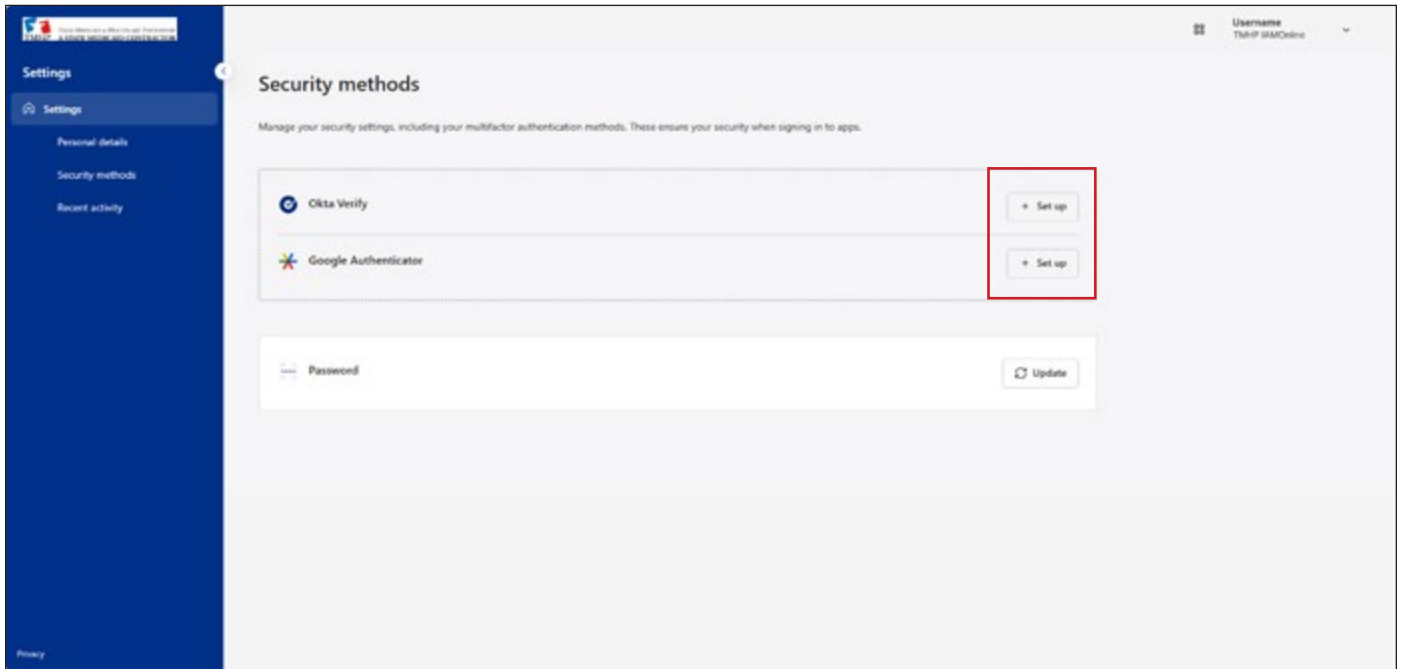
- 1) Locate your profile name in the top-right corner and click the drop-down menu. Then click, **My Settings**. This will take you to your TMHP IAMOnline Account Settings.



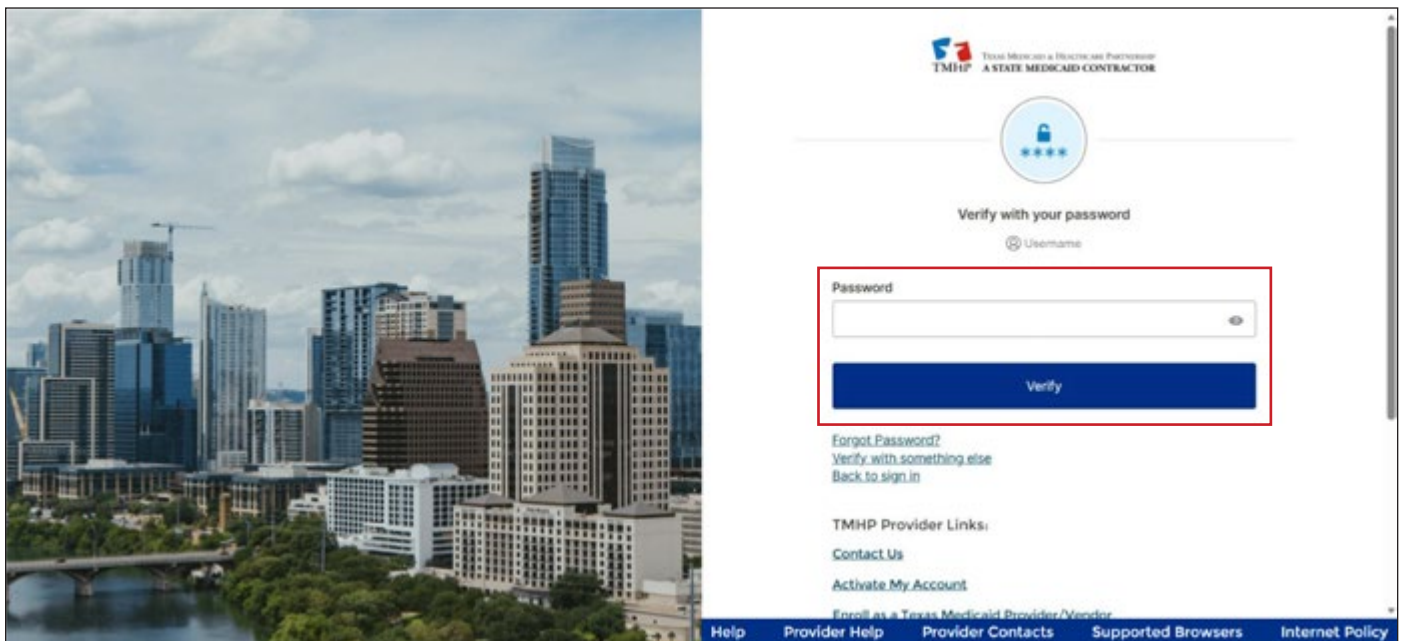
- 2) Click **Manage security methods** to set up security methods that help prove your identity when you sign in to TMHP applications.



- 3) Choose the security method you'd like to complete, and click **Set up**.
Remember: Email is the default security method for all users in TMHP IAMOnline.

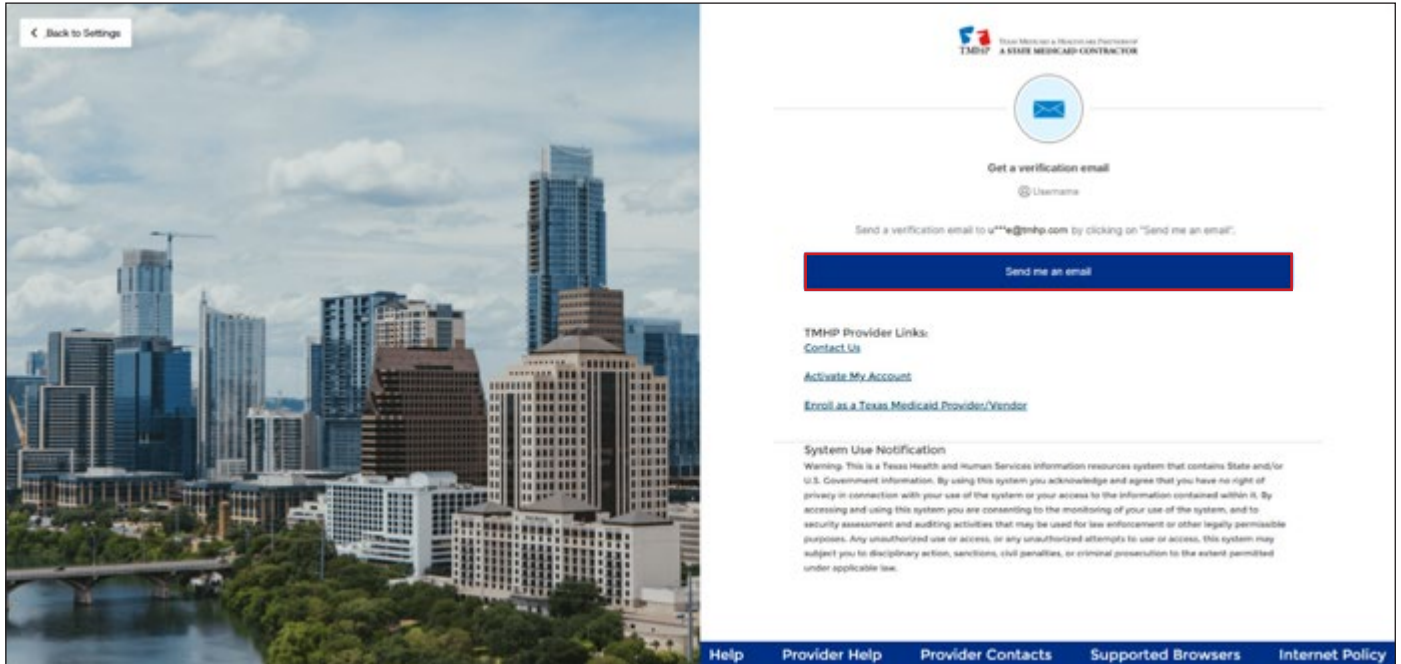


- 4) Enter your password, then click **Verify**.

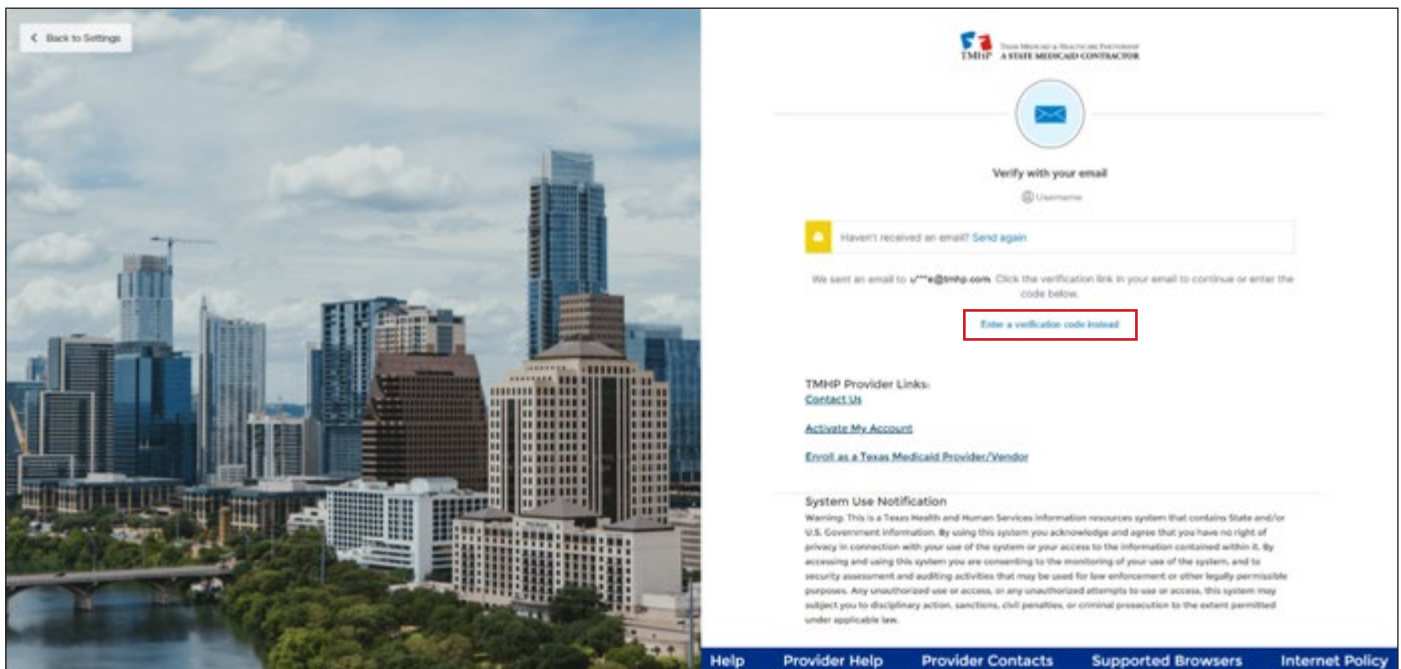


- 5) Send an email verification by clicking **Send me an email**. This will send you an email to the address associated with your account.

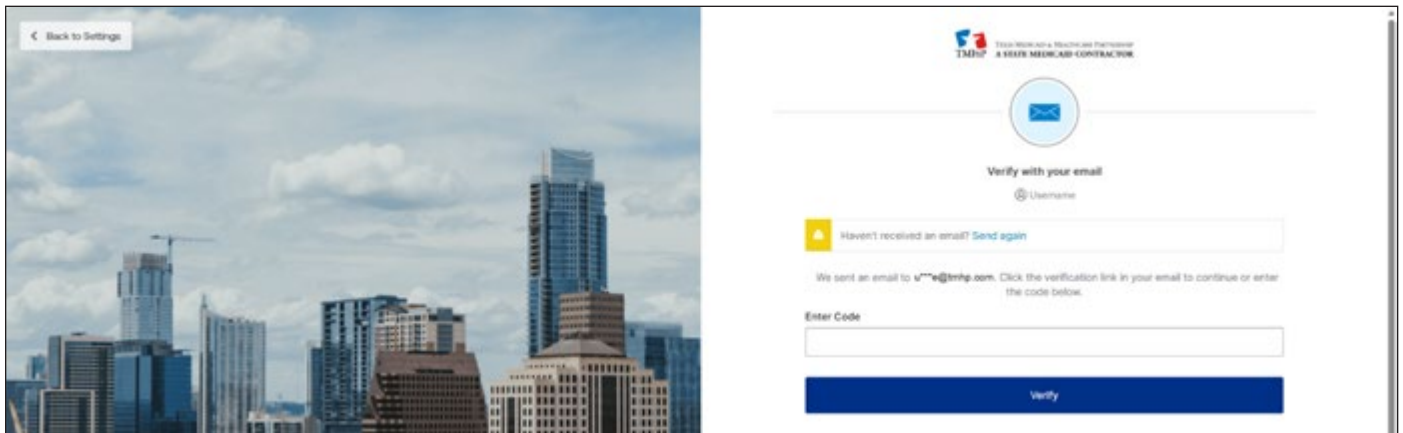
Note: The emailed **Sign in** link, and its associated code, are only valid for five minutes after they have been generated. After that time, you'll need to request a new one.



- 6) Click the **Sign in** link in your email to continue, or click **Enter a verification code instead** and enter the code, also provided in your email.

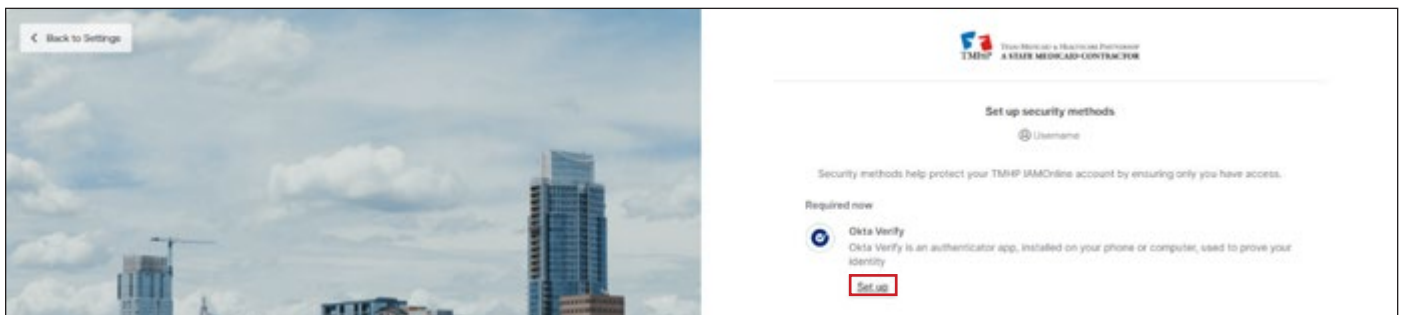


- 7) Click **Verify**. If you're setting up an Okta Verify security method, continue on to the next section. If you're setting up a Google Authenticator security method, skip the [Google Authenticator](#) section and continue reading.

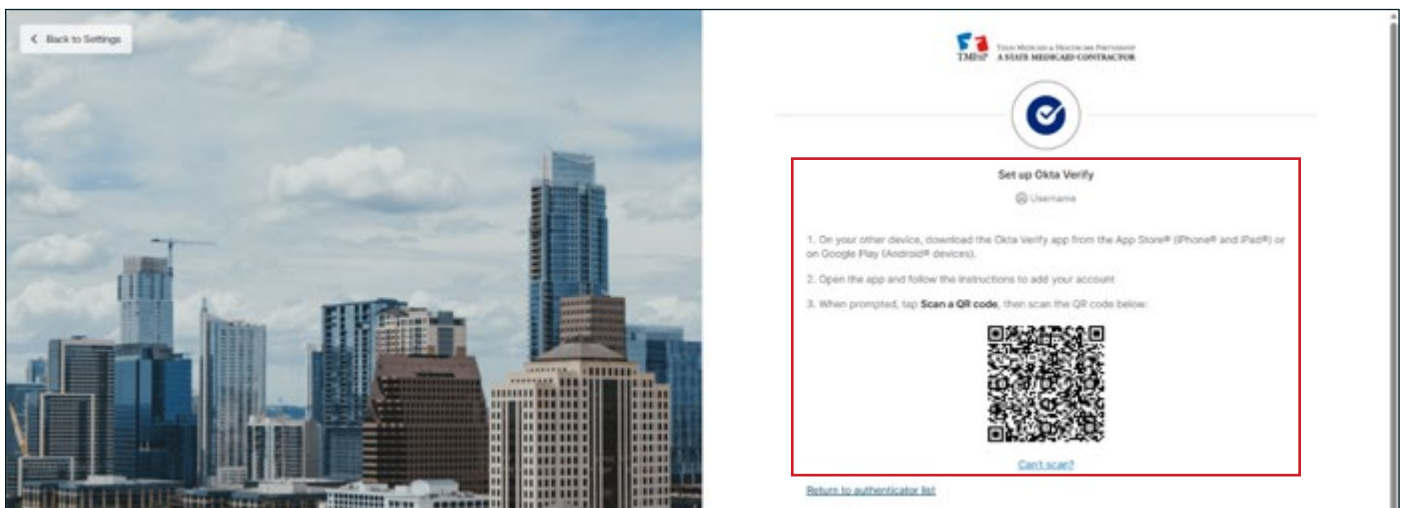


Okta Verify

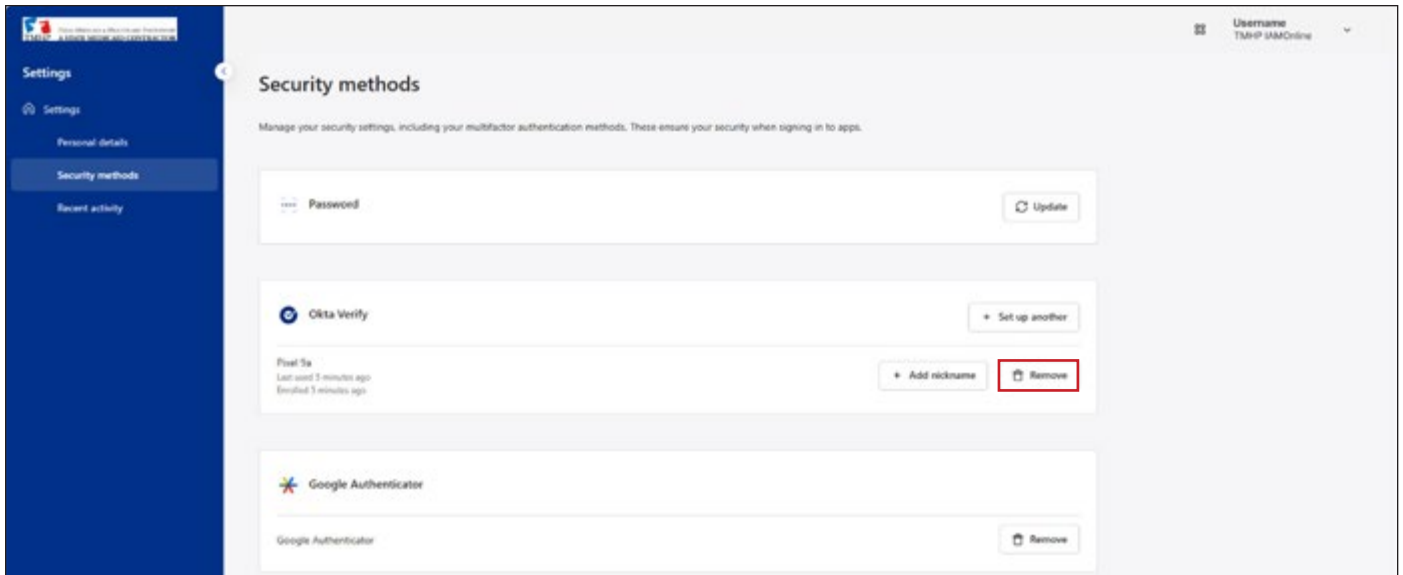
- 1) Click **Set up** to set up your Okta Verify security method.



- 2) Follow the instructions listed on the screen.



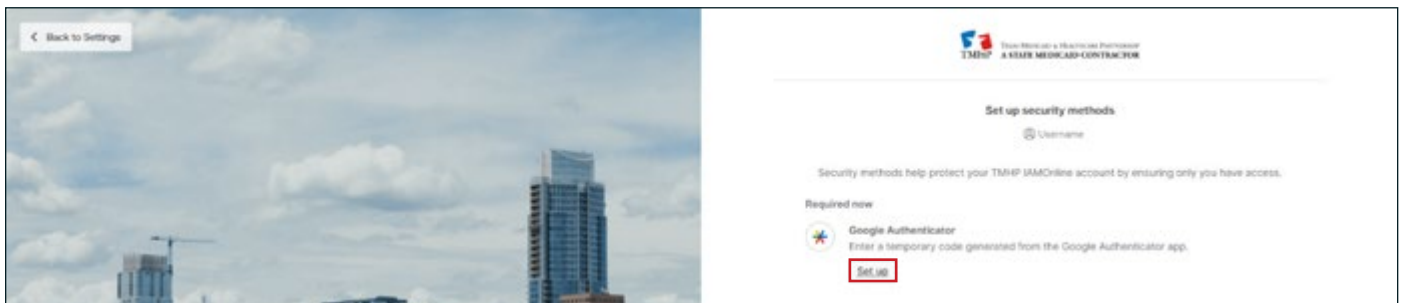
- 3) You have successfully added Okta Verify as a multifactor authentication method. You will now be taken back to the Security methods page.



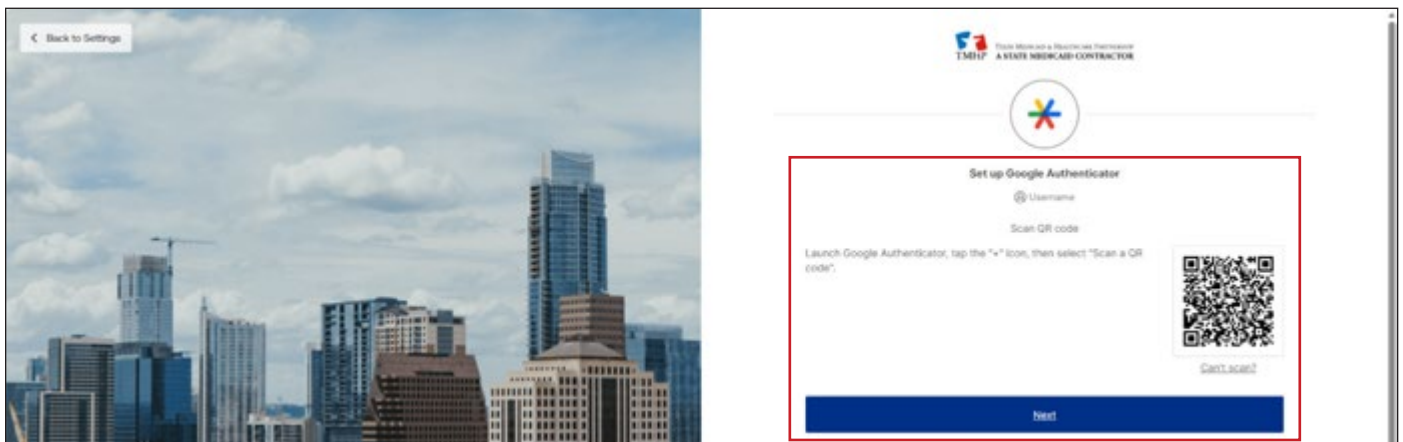
Note: You may remove your security method at any time by clicking **Remove**.

Google Authenticator

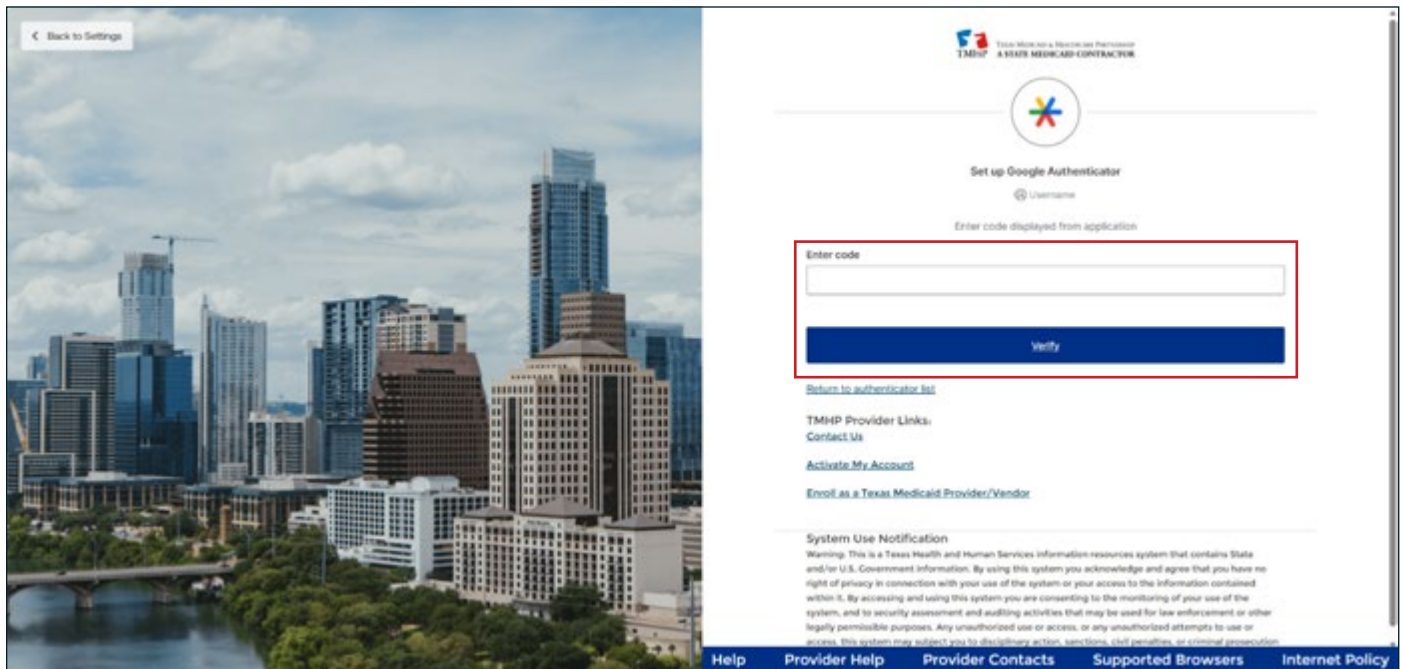
- 1) Click **Set up** to set up your Google Authenticator security method.



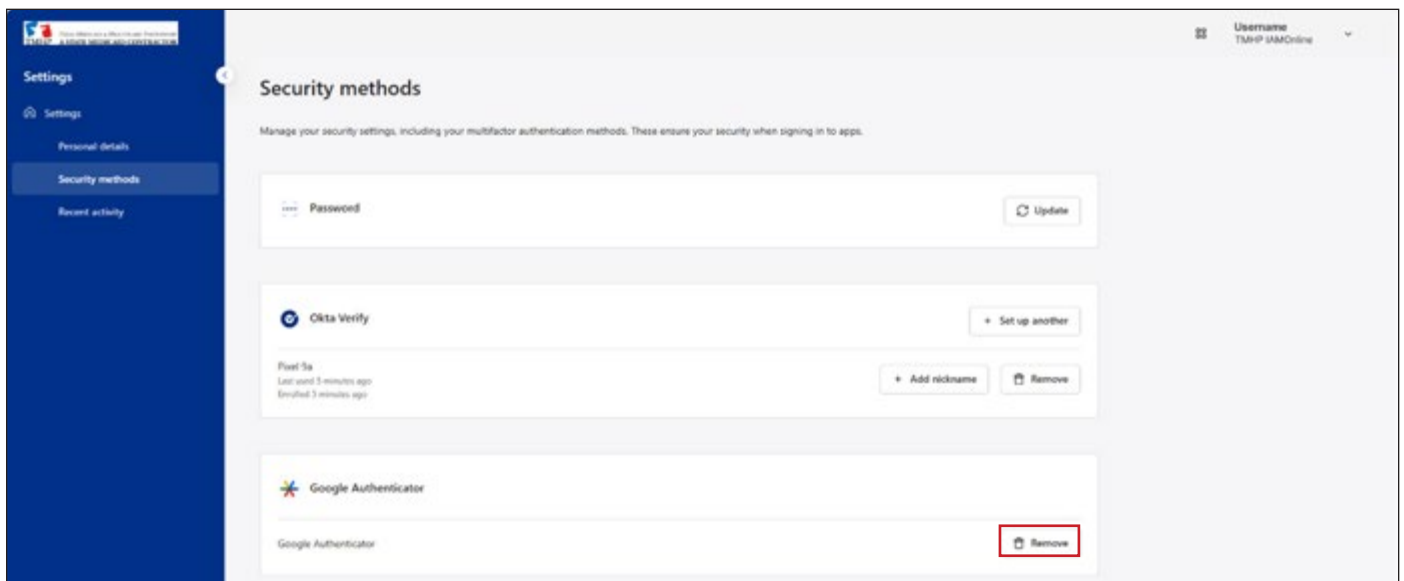
- 2) Follow the instructions listed on the screen, and click **Next**.



- 3) Enter the code that was sent to your **Google Authenticator** and click **Verify**.



- 4) You have successfully added Google Authenticator as a multifactor authentication method. You will now be taken back to the Security methods page.

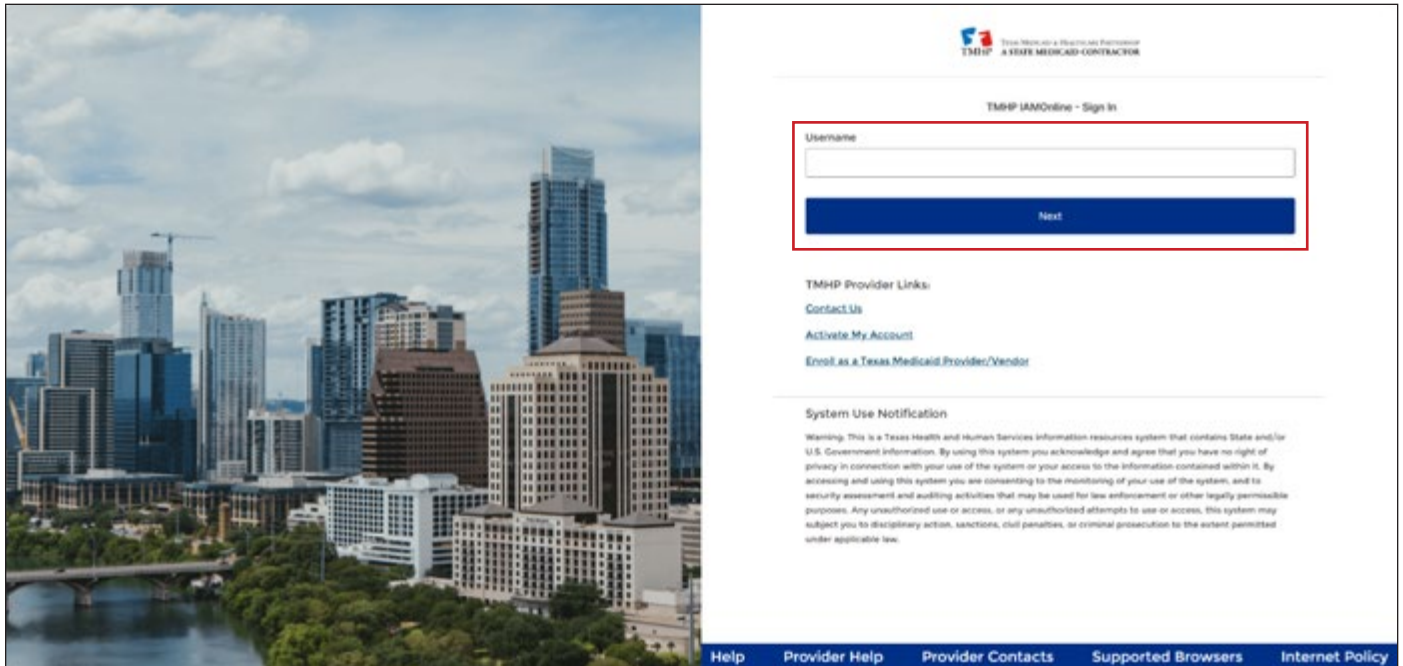


Note: You may remove your security method at any time by clicking **Remove**.

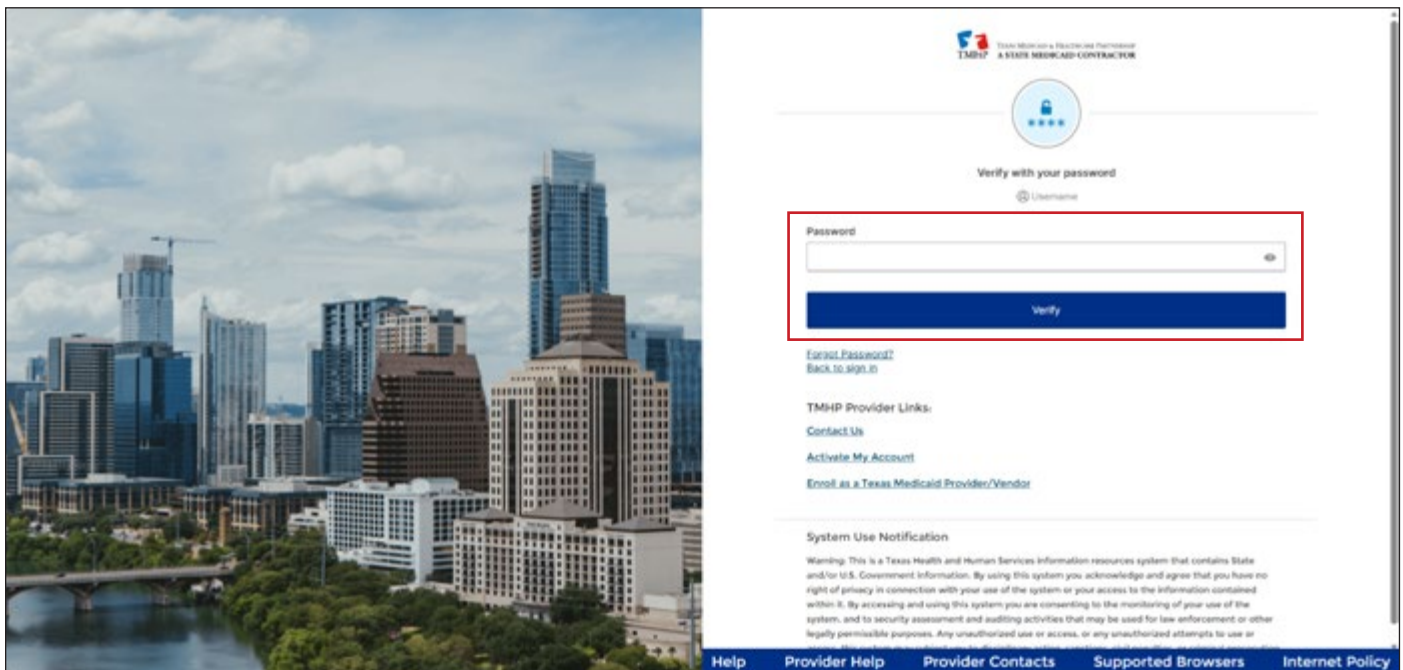
Update Password

- 1) Enter your username and click **Next**.

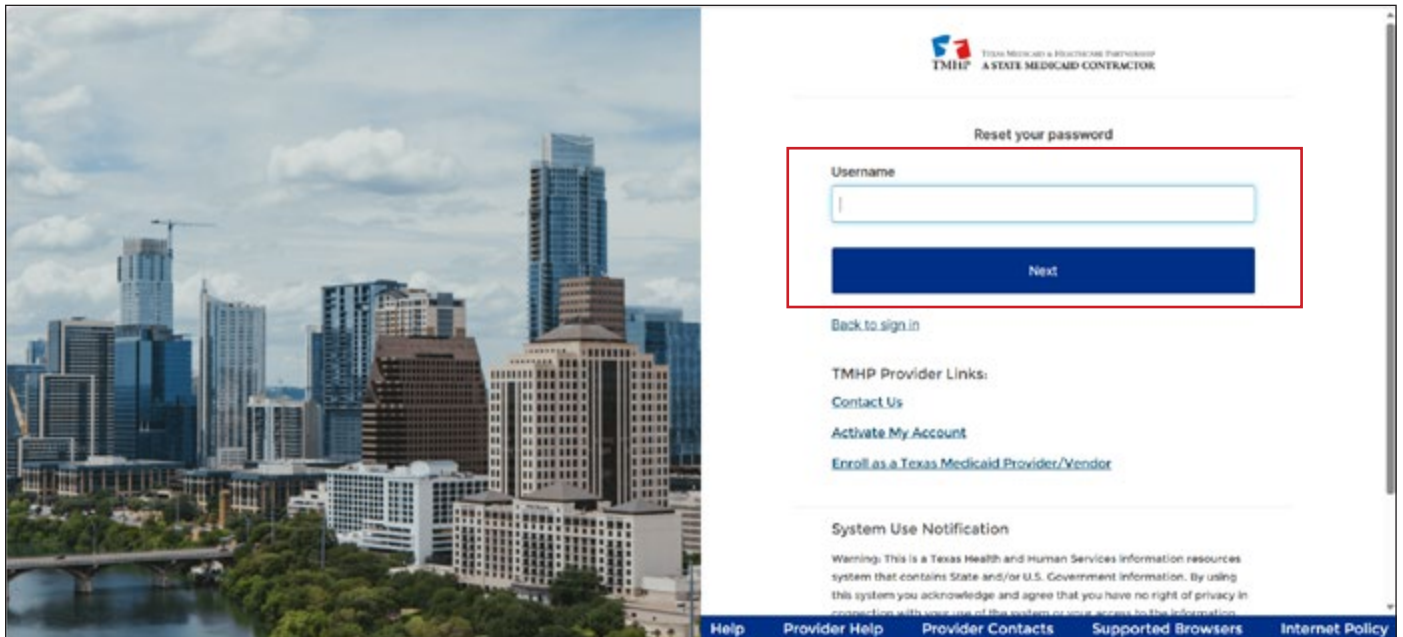
Note: If you have forgotten the username for your account, refer to the Forgotten Username or Password section in the *TMHP My Account User Guide*. This document is found on the [Account Management](#) web page on tmhp.com.



- 2) Click **Forgot Password?**

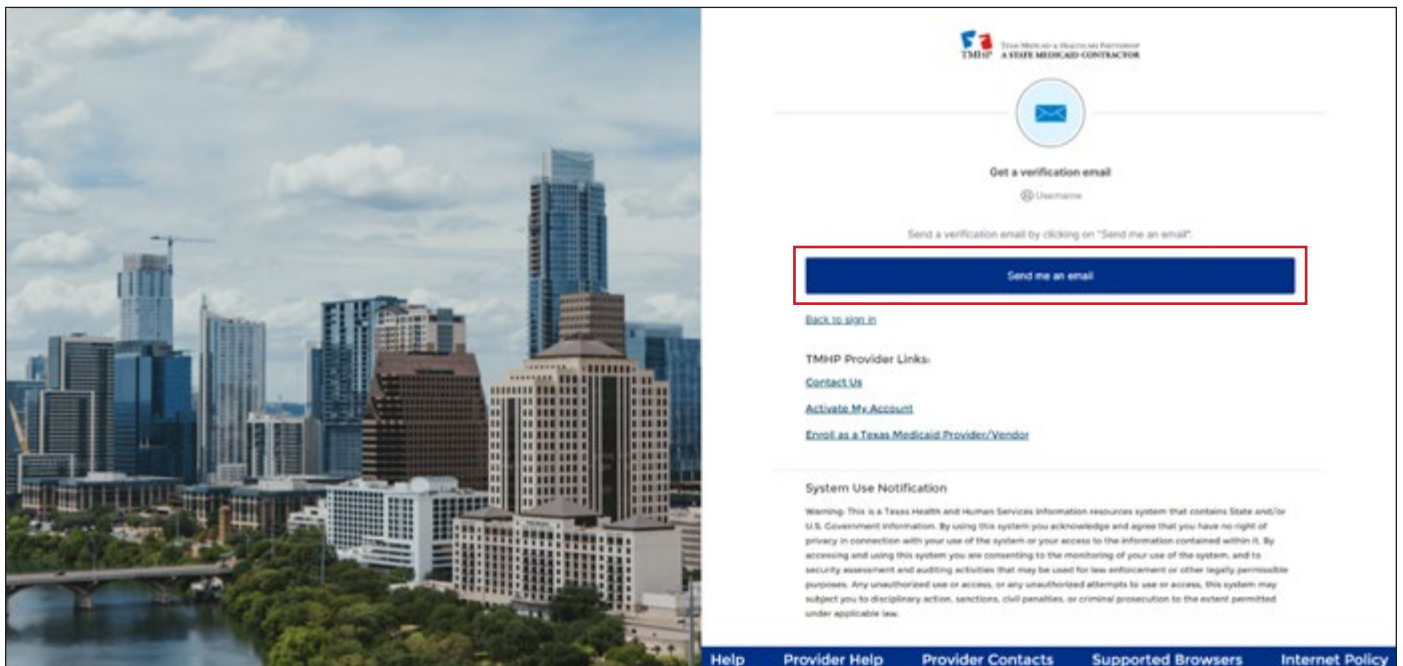


3) Enter your username and click **Next**.

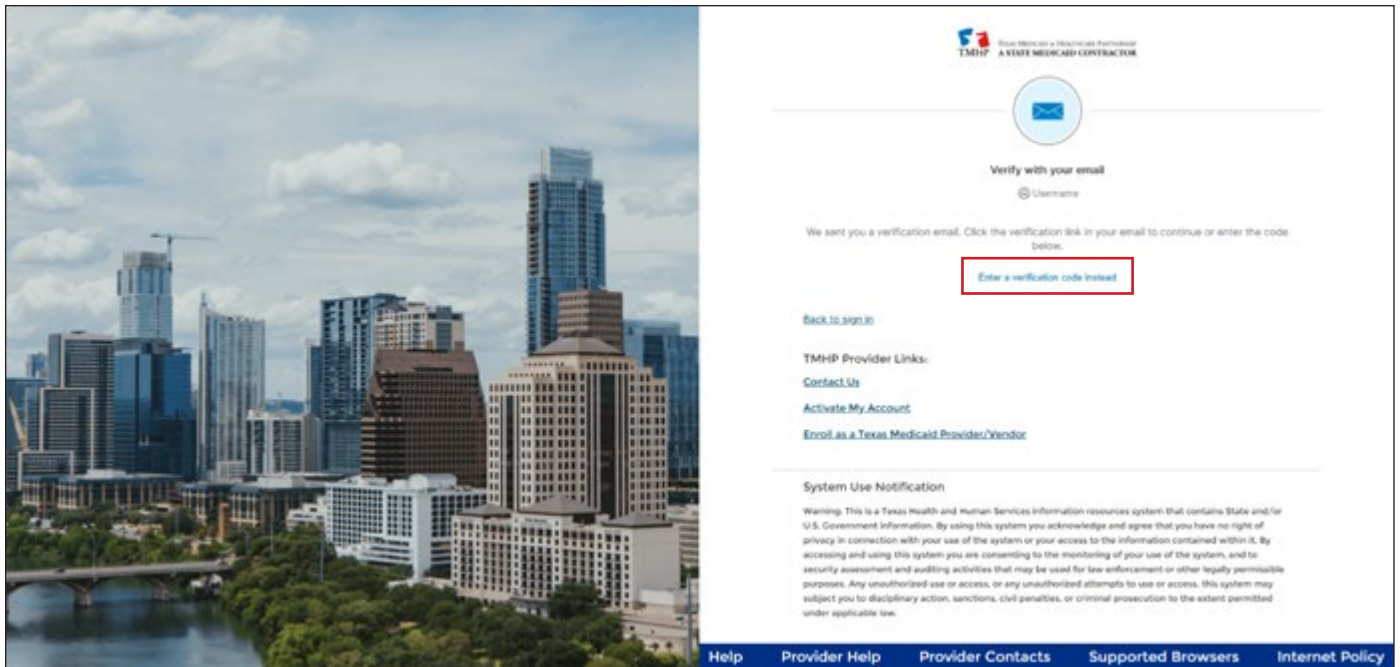


4) Send an email verification by clicking **Send me an email**. This will send you an email to the address associated with your account.

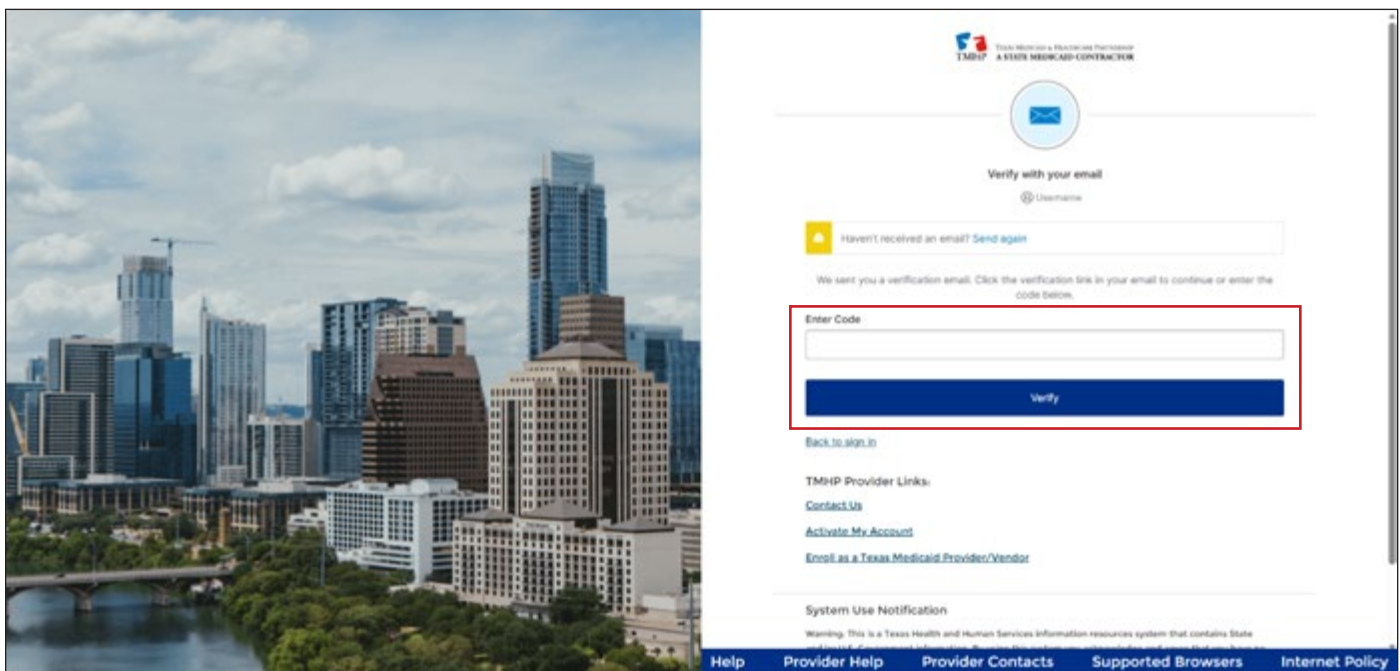
Note: The emailed **Reset Password** link, and its associated code, are only valid for five minutes after they have been generated. After that time, you'll need to request a new one.



- 5) Click the **Reset Password** link in your email to continue, or click **Enter a verification code instead** and enter the code, also provided in your email.



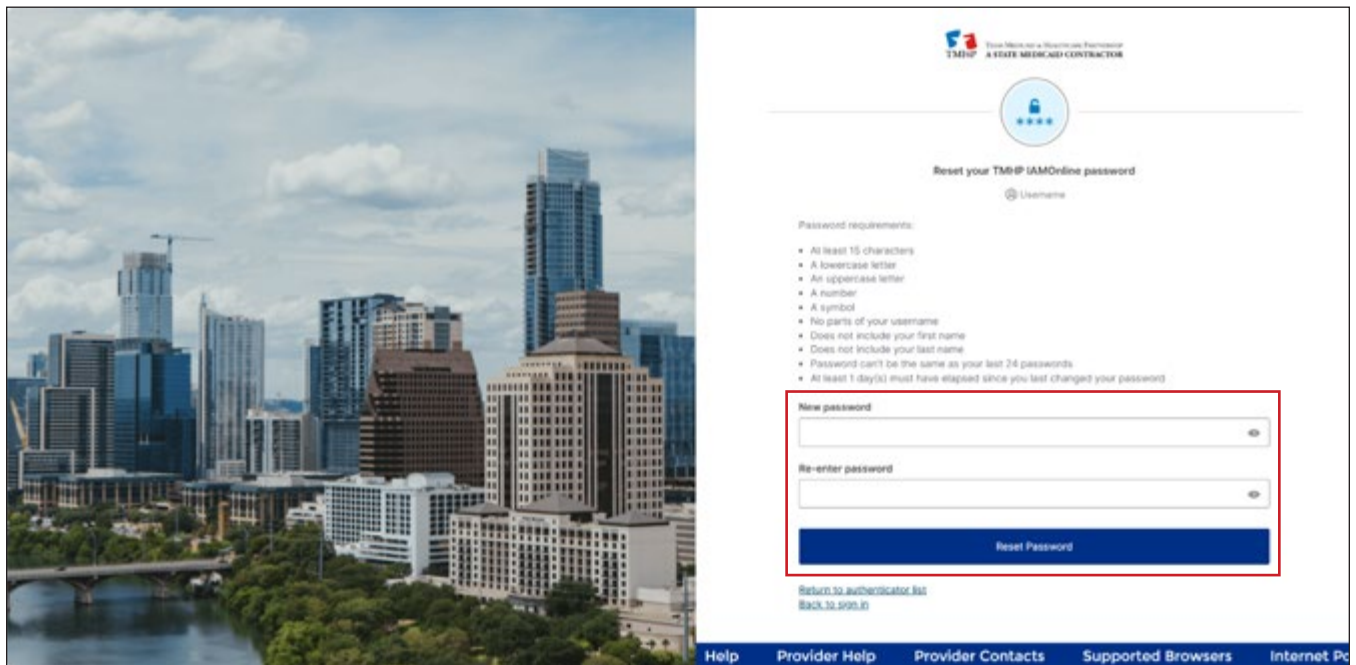
- 6) Click **Verify**.



7) Enter and re-enter your new password, then click **Reset Password**.

Note: The following requirements when creating a new password:

- At least 15 characters in length
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Does not include your first name
- Does not include your last name
- Can't be the same as your last 24 passwords
- Minimum one day since last password change



Can I edit my personal information in TMHP IAMOnline?

No. You cannot edit personal information like first name, last name, and email in TMHP IAMOnline. You must make these changes in My Account. Refer to the [Account Management](#) web page on tmhp.com for more information on TMHP account management.

How do I enroll as a new Texas Medicaid provider?

You will need a TMHP account in order to submit an electronic application for enrollment. If you do not have a TMHP account and need to create one, refer to the [Account Management](#) web page on tmhp.com for more information on TMHP account management. After you create your user account, check the [Account Activation Email](#) section of this guide for step-by-step help with setting your password and choosing a security method.

What do I do if I get locked out?

After you have submitted an incorrect password three times, you will be locked out of your account. It will automatically unlock after thirty minutes. After the 30 minutes have passed, you may try to sign in again or you can reset your password. You can also call the EDI Helpdesk for assistance with unlocking your account within the 30 minute timeframe.

Note: Account administrators cannot reset their passwords on their own.

This document is produced by TMHP Training Services. Contents are current as of the time of publishing and are subject to change. Providers should always refer to the TMHP website for current and authoritative information.